
Iowa

Statewide Child Care Emergency Preparedness and Response Plan

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CHAPTER 1: APPROVAL AND IMPLEMENTATION

TO: Iowa Department of Human Services, Division of Adult, Children & Family Services, Bureau of Child Care Services Staff
Iowa Department of Human Services, Division of Field Operations, Child Care Consultants and Compliance Staff
Iowa Department of Human Services, Division of Field Operations, Centralized Child Care Assistance Eligibility Unit Staff and Centralized Child Care Assistance Payment and Registration Unit Staff
Iowa Department of Human Services, Continuity of Operations Plan (COOP)/Continuity of Governance (COG) Liaison and State Emergency Operation Center (SEOC) Liaison
Iowa Child Care Resource and Referral (CCR&R) Staff
Iowa Department of Public Health, Healthy Child Care Iowa (HCCI) Staff
Iowa Homeland Security and Emergency Management Department (HSEMD)
Iowa Emergency Management Association (IEMA)

FROM: Iowa Department of Human Services (DHS), Division of Adult, Children & Family Services, Bureau of Child Care Services

SUBJECT: Iowa Child Care Emergency Preparedness and Response Plan

The Iowa Child Care Emergency Preparedness and Response Plan provides a framework for preparedness and recovery activities for child care regulatory and child care subsidy in the event of a significant emergency or disaster in Iowa. This plan provides a structure for DHS, CCR&R and HCCI to work in a coordinated effort during disaster recovery and provides guidance to regulated child care providers, non-regulated child care providers with a Child Care Assistance Provider Agreement, parents and stakeholders about what they can expect from DHS, CCR&R and HCCI.

This plan is complimentary to DHS's COOP/COG and works with the overall statewide mitigation, preparedness, response and recovery activities provided by the Iowa Homeland Security and Emergency Management Department (HSEMD). By coordinating between the departments, CCR&R and HCCI, the plan helps Iowa in minimizing the impact of disasters and emergencies on children, families and child care providers (providers).

Several disasters in Iowa, such as the 2008 flooding in the Cedar Rapids area and the 2008 tornado in Parkersburg, identified the critical need for child care in order for communities to respond to and recover from major disasters and emergencies. Based on a review of information and data from Iowa and other states impacted by disasters, the National Commission on Children and Disasters' Report to the President and Congress provided recommendations for closing gaps in the Nation's disaster planning, preparedness, response, and recovery for children. As a result of the recommendations, the Federal Emergency Management Agency (FEMA) now identifies child care as an essential service in disaster recovery.

With the passage of the Child Care and Development Block Grant of 2014 (CCDBG), states must develop a statewide child care disaster plan to restore child care services after a disaster.

The plan was developed by DHS with the assistance of CCR&R, HCCI and the Iowa Emergency Management Association (IEMA).

Record of Changes

Change	Page	Date	Initials
Additional details and depth added throughout the plan.	--	6/20/17	TF
1. Added new contractual requirement for CCR&R	9	4/2/19	TF
2. Updated data for number of child care centers & preschools and child development homes and number of children served in those settings	10		
3. Updated data for the number of child care homes	11		
4. Added the option for collecting damage assessment data from child care providers online	16		
5. In "Provider Preparedness" row, added a requirement for DHS and CCR&R to annually share with child care providers the steps for reporting damages as a result of an emergency or disaster	21		
6. In the "GIS Mapping" row, added a component for designated DHS staff to review WebEOC for emergency/disaster information	23		
7. In the "Initial Assessment" row, added the use of WebEOC and the process for gathering information through the Initial Assessment form	23-24		
8. In the "Initial Assessment" row, added updating WebEOC with child care infrastructure impacts, as appropriate	28		
9. Added information about the use of the Disaster Behavioral Health Response Team	31		
10. Added information about a pre-inspection visit when a child care facility relocates	32		
11. Added a requirement to annually share with child care providers the steps for reporting damages as a result of an emergency or disaster	38		
12. Updated information on the online trainings available through FEMA	40		
13. Added new resources	48-49		
14. Updated federal information memorandums and policy document	50		
15. Updated contacts associated with maps	54-55, 57-61		

CHAPTER 2: BACKGROUND AND OVERVIEW

PURPOSE

The purpose of this plan is to provide guidance and procedures for the Iowa Department of Human Services (DHS) Division of Adult, Children and Families, Bureau of Child Care Services and the Division of Field Operations to respond to a disaster that significantly affects a community's child care infrastructure. The plan outlines the roles and responsibilities of DHS and partner organizations in providing support to providers and families affected by a disaster.

The key emergency response functions relating to child care in DHS are:

- Support the safety and well-being of children in regulated child care and non-regulated child care with a Child Care Assistance Provider Agreement through continued regulatory efforts
- Continue child care subsidy payments to providers
- Continue eligibility determinations and subsidy authorizations for parents
- Continue the approval of in-home child care providers with a Child Care Assistance Provider Agreement
- Distribute information about disaster assistance and recovery to child care providers and families
- Participate in the disaster response as an Emergency Support Function (ESF) 6 supporting agency at the State Emergency Operations Center (SEOC) or virtually coordinate with partner organizations, including Child Care Resource and Referral (CCR&R) regions, the American Red Cross (ARC), and other non-governmental organizations that support the needs of children during disasters
- Represent the needs of child care providers following a disaster, in partnership with CCR&R, Iowa Department of Public Health - Healthy Child Care Iowa (HCCI) and Early Childhood Iowa, to county emergency managers, HSEMD, ACF, FEMA, Child Care Aware of America and elected officials within the limitations of their agency/organization's role and jurisdiction

SCOPE

This plan is prepared on behalf of DHS, the State of Iowa Child Care and Development Fund (CCDF) lead agency. The plan outlines the roles and responsibilities of DHS to respond to and recover from a disaster that significantly affects a community's child care infrastructure. While the plan includes suggested actions for partner and nonprofit organizations often involved in disasters, these are only recommendations and are not binding on any of the agencies and organizations identified.

The plan focuses on:

- Licensed child care centers and preschools
- Child development homes
- Child care homes with a Child Care Assistance Provider Agreement

- The children in care in these programs
- Families who receive child care subsidies

DHS has statutory authority over the regulation of licensed child care centers, registered child development homes, and non-registered child care homes with a Child Care Assistance Provider Agreement. DHS also provides the policy, eligibility determination, and authorization of care and payment of services for the Child Care Assistance (CCA) subsidy program.

In-home providers (i.e., nannies) and non-registered child care homes that do not have a Child Care Assistance Provider Agreement are excluded from this plan. The state's oversight of these providers is limited by Iowa law. This plan also does not include early childhood settings such as, the Statewide Voluntary Preschool Program for Four-Year-Old Children or Shared Visions, which are under the authority of the Iowa Department of Education (DE).

In addition, this plan does not address procedures in DHS's COOP/COG as mandated by Executive Order 40 (E040) of the Governor that ensures the safekeeping of essential resources, facilities and records and the establishment of emergency operating capabilities.

In situations of an unaccompanied minor, law enforcement has statutory authority to take custody of the child. Law enforcement can then place the child with DHS. Individual DHS staff cannot provide child care for children, but staff can arrange for temporary placement and secure a court order for child placement. Whether or not DHS provides temporary placement of unaccompanied minors, we can provide resources and services to potential child care providers.

This plan takes a "worst, most likely scenario" approach to planning and is not intended to address catastrophic incidents or human-caused emergencies. An example of a "worst, most likely scenario" in Iowa is flooding such as that experienced in several areas of the state in May and June of 2008 with cascading and sustained impacts to utilities, transportation and critical infrastructure.

ASSUMPTIONS

This plan was created using the following assumptions:

- Child care is an integral and essential part of a community's economic viability and should be restored as soon as possible following an emergency event
- Licensed child care centers and preschools, registered child development homes and non-registered child care homes with a Child Care Assistance Provider Agreement have their own emergency plans, train on and implement them and share the plans with parents. It is recommended that providers have enough food, water and supplies to take care of children for up to three days.
- CCR&R regions play an integral role in providing timely information to providers, parents and communities.
- This plan is consistent with other disaster planning documents prepared by the Iowa Homeland Security and Emergency Management Department (HSEMD).

- DHS will adhere to the principles of the National Incident Management System and the structures of the Incident Command System in response operations.
- The disaster is not catastrophic, but “manageable,” defined as basic communications services such as phone and internet are operational or will be operational within 3-7 days.
- Timeframes in this plan are approximate and may vary depending on the extent of the damage.

OVERVIEW OF CHILD CARE IN IOWA

ADMINISTRATION

DHS is responsible for the:

- Administration and regulation of child care which includes annual monitoring of health and safety requirements for:
 - Registered child development homes
 - Licensed child care centers and preschools
 - Non-registered child care homes with a Child Care Assistance Provider Agreement
- Efforts to improve the quality of child care
- Promulgation of policy for child care licensing and regulation and child care subsidy programs
- Policy, oversight and contracts
- Child Care Assistance (CCA) Program which includes:
 - Determining eligibility for subsidized child care
 - Authorizing child care subsidies
 - Ensuring child care providers meet requirements to be eligible to care for children on the subsidy program
 - Making subsidy payments to child care providers

DHS has three statewide centralized child care units:

- Centralized Child Care Assistance Eligibility Unit – Determines initial and ongoing eligibility for CCA which includes processing new applications, reviews and changes reported by families
- Centralized Child Care Assistance Payment and Registration Unit – Processes child care payments for providers and handles all child development home and child care home with a Child Care Assistance Provider Agreement provider applications, renewals and changes reported
- Centralized Child Care Licensing Unit – Process all applications, renewals and changes reported and regulatory oversight for child care centers and preschools

DHS maintains contracts with CCR&R to:

- Assist families in selecting child care providers who best meet the needs of a child and their family
- Serve as the entry point for all initial child development home (registered) and child care homes with a Child Care Assistance Provider Agreement (non-registered) applications and submit

applications to the Centralized Child Care Assistance Payment and Registration Unit for processing and approval

- Provide training, technical assistance and consultation services to support child care providers in meeting regulatory requirements and achieving and maintaining performance at higher quality levels in Iowa's Quality Rating System (QRS)
- Collect, analyze and disseminate child care data

NOTE: CCR&R consists of five regions which serves the 99 counties in Iowa. (Refer to [Appendix 13](#) for the CCR&R Regions)

DHS maintains a contract with the Iowa Department of Public Health (IDPH), Healthy Child Care Iowa (HCCI) to:

- Provide state coordination and serve as the primary point of contact and communication between DHS and contractor subdivisions relevant to child care on matters related to health and safety in child care settings
- Provide coordination, support and training to child care nurse consultants (CCNC) employed or contracted for under the IDPH Maternal and Child Health Contract (Refer to [Appendix 14](#) for Child Care Nurse Consultant coverage in Iowa counties)
- Coordinate notification to ensure child care providers are made aware of communicable disease outbreaks and environmental hazard announcements
- Assure the delivery of IDPH, developed or approved, curriculum via the local CCNCs which includes two trainings annually in each CCR&R region on each of the following topics: immunizations, injury prevention, medication administration, nutrition and physical activity and safe sleep

CHILD CARE CENTERS AND PRESCHOOLS

Child care centers and preschools are businesses that care for dozens of children. There are approximately 1,500 child care centers and preschools serving approximately 123,000 children in Iowa. Child care centers must meet requirements in Iowa Administrative Code chapter 441-109 and are licensed. <https://www.legis.iowa.gov/docs/aco/chapter/441.109.pdf> Comm. 204, *Child Care Centers and Preschools: Licensing Standards and Procedures*, provides an overview of licensing procedures, provider resources, regulations and tools.

<https://ccmis.dhs.state.ia.us/providerportal/DocumentsandForms.aspx>

There are DHS Child Care Consultants throughout Iowa to provide technical assistance, conduct inspections and respond to complaints. (Refer to [Appendix 12](#) for a map of Child Care Consultant offices)

CHILD DEVELOPMENT HOMES

Child development homes are businesses where a person is registered and provides child care in a single family residence that the provider either owns, rents or leases. Providers that care for more than five children must be registered. There are approximately 2,500 child development homes serving approximately 30,000 children in Iowa. There are three categories of child development homes, “A,” “B” and “C.” The categories vary based on the requirements of the facility and the number of children the provider can care for.

Child development homes must meet requirements in Iowa Administrative Code chapter 441-110, Child Development Homes. <https://www.legis.iowa.gov/docs/aco/chapter/441.110.pdf> Comm. 143, *Child Development Homes: Registration Guidelines*, provides an overview of registration procedures, provider resources, regulations and tools.

<https://ccmis.dhs.state.ia.us/providerportal/DocumentsandForms.aspx>

There are DHS Child Care Compliance staff throughout Iowa to provide technical assistance, conduct inspections and respond to complaints. (Refer to [Appendix 10](#) for a list of DHS field offices and [Appendix 11](#) for a map of DHS child care compliance staff)

CHILD CARE HOMES

A child care provider that cares for five or fewer children in their single family residence can choose to be a child care home provider. There are two different types of child care homes. The difference between the two types of child care homes is whether the provider has a Child Care Assistance Provider Agreement to care for children on the CCA Program or not. There are approximately 326 child care homes with a Child Care Assistance Provider Agreement in Iowa. It is unknown how many child care homes without a Child Care Assistance Provider Agreement there are in Iowa because DHS does not regulate this category of providers.

If the provider has a Child Care Assistance Provider Agreement, the provider must meet requirements in Iowa Administrative Code chapter 441-120, Child Care Homes.

<https://www.legis.iowa.gov/docs/aco/chapter/441.120.pdf> Comm. 95, *Guidelines for Child Care Homes with a Child Care Assistance Provider Agreement*, provides an overview of entering into a Child Care Assistance Provider Agreement, minimum health and safety requirements, provider resources and tools.

<https://ccmis.dhs.state.ia.us/providerportal/DocumentsandForms.aspx>

DHS Child Care Compliance staff throughout Iowa provide technical assistance, conduct inspections and respond to complaints. (Refer to [Appendix 10](#) for a map of DHS field offices and [Appendix 11](#) for a list of DHS child care compliance staff)

DEPARTMENT OF EDUCATION PROGRAMS

Early education programs such as, Shared Visions, the Iowa Statewide Voluntary Preschool Program for Four-Year-Old Children, Head Start, etc. are under the authority of the Department of Education and exempt from DHS regulatory requirements unless the program chooses to be licensed under DHS.

IN-HOME CHILD CARE PROVIDERS

A child care provider that provides care in the family's home is sometimes referred to as a nanny. This type of provider category is not registered. In order to receive CCA, at least three of the family's children must be eligible for CCA.

In-home providers are not required in Iowa law to have an emergency plan.

CHILD CARE SUBSIDIES

DHS administers Iowa's child care subsidy program called Child Care Assistance (CCA). DHS uses the KinderTrack (KT) data system to gather and store information about CCA families; calculate family copayment fee levels; generate notices, eligibility review forms and attendance sheets; provide families with the ability to apply online for CCA benefits and view their case status; allow people to search for child care providers willing to accept CCA payments; and allow child care providers to apply online to become a CCA provider, view the CCA families the provider is authorized to bill for, enter CCA attendance and submit requests for payment online.

CCA helps families pay for child care to allow them to work, attend training or enroll in educational programs. Families can apply for CCA online or print and complete a paper application. Child care units are authorized for eligible children so the family can engage in work or other approved activities. Families are authorized for 12 months of child care at a time. During this time, families are required to report changes in providers, income beyond 85% of the state median income, and changes in contact information by calling, emailing or writing DHS. Families may also report non-temporary loss of work or training. The DHS Centralized Child Care Assistance Eligibility Unit processes CCA applications and renewals and updates KT based on information families report to DHS.

Child Care providers interested in becoming a CCA provider must complete an application. Providers can complete the application online or submit a completed paper copy. The Centralized Child Care Assistance Payment and Registration Unit processes all provider applications, renewals and changes reported by providers. The Unit also processes all CCA requests for payment.

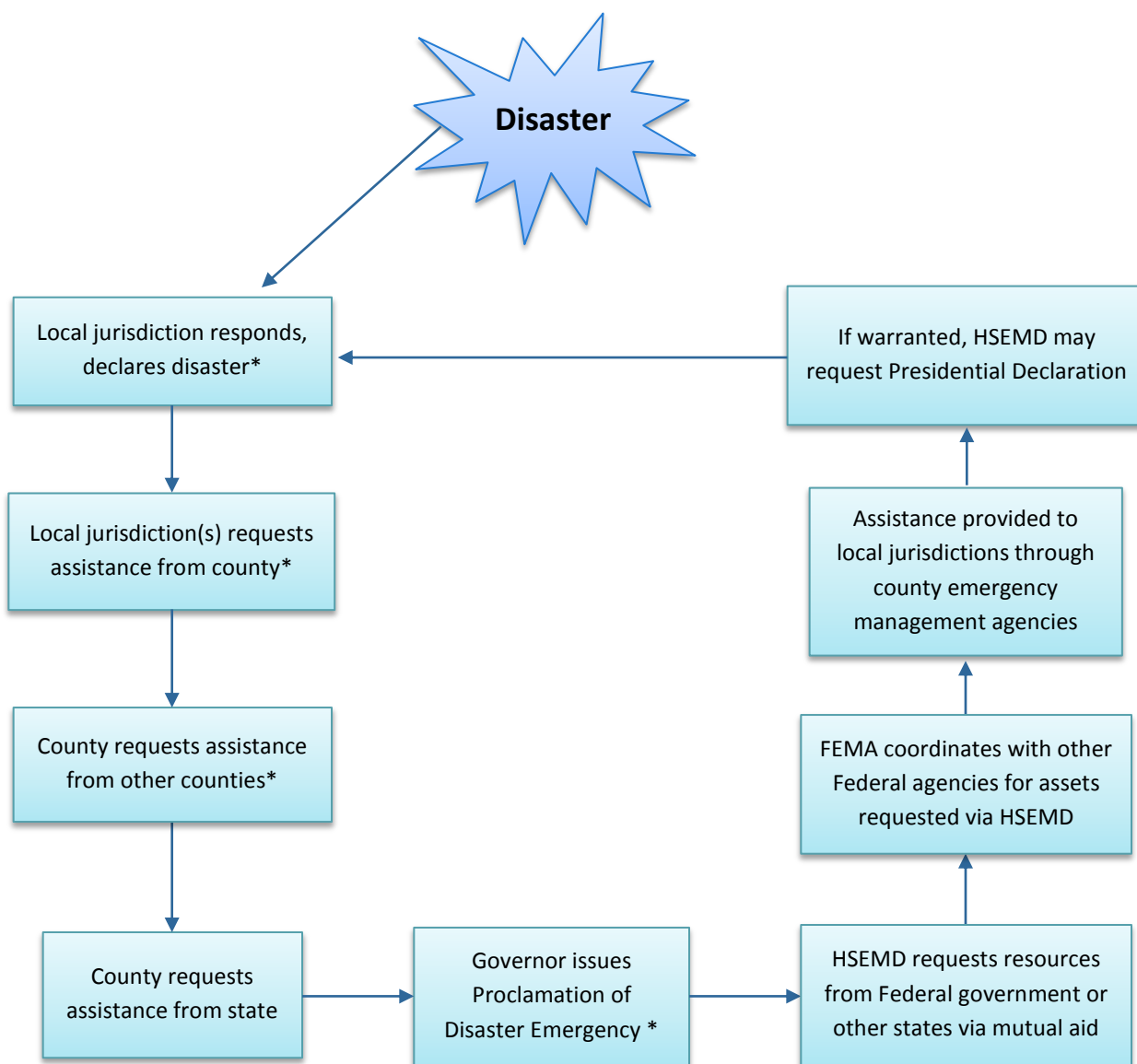
Child care centers, child development homes, child care homes and in-home child care providers are eligible to receive CCA after receiving an approved *Child Care Assistance Provider Agreement*, form 470-3871, and completing training and record check requirements based on the type of child care facility.

DHS generates bi-weekly attendance records that identify children authorized for CCA. If the provider uses KT to document and submit attendance information and invoices, children authorized for CCA

display on the provider's KT account. If the provider receives a paper version of the attendance record, barcoded attendance records generate from DHS Central Printing and are mailed to the provider.

DHS receives and scans approximately 6,000 attendance records/invoices each month. DHS must process the invoice and issue a payment within 10 business days of receiving a correct invoice.

DISASTER PROCLAMATION AND RESPONSE PROCESS



*If additional assistance is needed, the request is made to the larger jurisdiction.

All disasters and all responses begin and end at the local level. When a local jurisdiction experiences an incident that exceeds its capacity to respond, the jurisdiction may request assistance from its' county emergency management office. If the county believes that it needs additional resources to meet the

need, it may request assistance from other counties under the Iowa Mutual Aid Compact (IMAC). If additional resources are needed, the county requests assistance from the state through the State Emergency Operations Center (SEOC). The Governor may proclaim a “disaster emergency” for a portion of the state or the entire state and invoke response and recovery actions. The Governor’s proclamation allows expeditious resource procurement and directs maximum use of state assets and capabilities.

If HSEMD believes the state needs additional resources to meet the needs based on the extent of the disaster, HSEMD may ask for assistance from other states or the federal government.

STATE-LEVEL EMERGENCY SUPPORT STRUCTURE

In the State of Iowa, the Homeland Security and Emergency Management Department (HSEMD) is the agency that coordinates state level emergency management. Their mission is to, “*Lead, coordinate, and support homeland security and emergency management functions in order to establish sustainable communities and ensure economic opportunities for Iowa and its citizens.*” HSEMD convenes state agencies to coordinate the state level emergency response at the SEOC.

During an emergency or disaster, the SEOC is designated as the central location for information gathering, disaster analysis, and response coordination. Information gathered is used by executives to make decisions about emergency actions and to identify and prioritize the use of state resources needed to respond to the emergency. The SEOC also provides detailed information and guidance via press releases to the general public as needed.

Based on the National Response Framework, there are 15 Emergency Support Function (ESF) annexes (refer to [Appendix 9](#)). Responding to the unique needs of children during disasters, including child care, falls under ESF 6, mass care, emergency assistance, short term housing and human services response. At the SEOC, HSEMD assigns workstations to departments, agencies and organizations. The SEOC is customizable to accommodate appropriate response partners. DHS has two designated workstations at the SEOC.

THE EMERGENCY MANAGEMENT PREPAREDNESS, RESPONSE AND RECOVERY CYCLE

Emergency management is best conceptualized as a cycle of planning and preparedness activities, response and recovery. The more complete the preparedness, the shorter the response and recovery time for any emergency.

Preparedness – Preparedness includes activities and planning that allow agencies to prepare for emergency and disaster situations during times of non-emergencies or disasters. The preparedness phase involves training staff on emergency preparedness plans and developing relationships between agencies and people who are likely to be involved in response activities. Testing plans and exercises are also a critical part of being prepared. Preparedness activities to be completed by all the agencies involved in this plan are included in the [Preparedness table](#).

Response –Response is initiated when a disaster or emergency incident is recognized. During this phase, agencies should implement plans created during the preparedness phase. The response requires agencies to participate in activities to assess the status of child care infrastructure and support the resumption of child care activities in affected areas. The [Response table](#) identifies activities agencies in this plan may complete in the response phase. Disasters may be sequential and compounding – as with flooding in June 2008 – and the response is prolonged. The purpose of the response is to meet the immediate life-safety needs of those directly impacted.

Recovery – Recovery efforts may take days or years to complete depending on the scale and scope of the disaster and the impact to the local level. As soon as agencies and the child care infrastructure are no longer immediately responding or overwhelmed, the response phase ends. The recovery continues until child care infrastructure has resumed normal operations or all activities are complete and there is a new child care infrastructure. The [Recovery table](#) identifies activities agencies in this plan may complete in the recovery phase. Recovery is intended to help providers get back on their feet and establish their “new normal” mode of operating, if possible. In many cases, disaster assistance will not make providers “whole” or restore them immediately to their previous level of operations.

CHAPTER 3: CHILD CARE ROLES, RESPONSIBILITIES AND CRITICAL ACTIVITIES

PLAN DEVELOPMENT AND MAINTENANCE

Senior management of DHS is responsible for approving this plan. The State Child Care Administrator is responsible for the continued development, maintenance and dissemination of the plan. Following plan approval, Bureau of Child Care Services staff will review the plan annually in coordination with DHS field operations staff, CCR&R regions, HCCI and IEMD.

COMMUNICATION

The plan includes communication protocols. Bureau of Child Care Services staff will review and update protocols as identified above.

CONTINUITY OF OPERATIONS PLAN (COOP)/CONTINUITY OF GOVERNANCE (COG)

The Governor’s Executive Order 40 (E040) directed all departments to prepare a COOP/COG for critical functions in the event of a disaster. DHS has a COOP/COG that details how the department will continue vital operations including plans for staffing, computer systems, payments, etc.

CCR&R regions in Iowa are not under the authority of Governor’s Executive Orders. Three out of five regions have a COOP. The CCR&R regions maintain two child care provider databases. NACCRRAware is a web referral and parent referral system and the server resides outside of Iowa. The CCR&R Database has consultation and training data and resides in Iowa. The CCR&R Database is also a mirror of NACCRRAware.

CHILD CARE EMERGENCY RESPONSE AND RECOVERY WORKGROUP (CCERRW)

Following a disaster, the State Child Care Administrator may convene a work group in conjunction with the ACF Office of Child Care, ACF Office Regional Administrator or the ACF Office Regional Emergency Management Officer to coordinate assessment, response and recovery efforts related to regulated child care and non-regulated child care with a Child Care Assistance Provider Agreement. The workgroup will include staff representing DHS licensing and policy, DHS field operations, the DHS SEOC Liaison, CCR&R, HCCI and IEMA. Individuals representing the Iowa Disaster Human Resource Council (IDHRC – serves as Iowa’s Voluntary Organizations Active in Disasters or VOAD), American Red Cross and Save the Children may be invited to participate.

DESIGNEES FOR JOINT RESPONSE

- DHS Regulatory Program Manager: Will work with the DHS Field Operations Division, CCR&R regions and HCCI regarding child care issues of common concern following a disaster
- DHS Child Care Subsidy Program Manager: Point of contact for issues related to payment continuity
- DHS Child Care Subsidy Program Manager, Centralized Child Care Assistance Eligibility Unit and Centralized Child Care Assistance Payment and Registration Unit: Point of contact for issues related to:
 - Continuity of subsidy eligibility determinations
 - Adjustments in subsidy authorizations
 - Determining eligibility for in-home and child care home providers

CHILD CARE FACILITY LOCATIONS FOR EMERGENCY MANAGEMENT MAPPING

County emergency managers and HSEMD can use the child care provider search function on KinderTrack (KT) [<http://ccmis.dhs.state.ia.us/ClientPortal/ProviderSearch.aspx>] to identify locations of “active” child care centers and preschools, child development homes and child care homes with a Child Care Assistance Provider Agreement and generate a list of facilities. The person can view the list as a PDF document or download the information into an Excel spreadsheet. The location search criteria includes ‘county,’ ‘city,’ ‘zip code,’ ‘near this address,’ ‘near this city’ and ‘distance.’ Anytime a DHS worker enters or updates data in KT, real-time data displays when completing a child care search.

County emergency managers can use the list of child care facility locations in Geographic Information Systems (GIS).

INITIAL CHILD CARE PROVIDER ASSESSMENT TOOL FOLLOWING A DISASTER

Either DHS staff or CCR&R field staff will complete the *Initial Assessment of Child Care Providers Following a Disaster* form to assess the child care infrastructure in areas affected by a natural disaster. (refer to [Appendix 6](#)) Staff and/or child care providers can complete the form by phone, in-person, email or an online data collection tool (i.e., Survey Monkey, etc.), if needed. As appropriate, CCR&R and

DHS will update provider-specific information on child care-related databases. Updates may include, adjusting the provider’s hours of operations, identifying if the facility is temporarily closed, inactive, etc.

DHS and CCR&R (as requested by DHS) will use the information collected on the Initial Assessment form to determine the effect of the natural disaster on the area’s child care infrastructure and share it with stakeholders, such as, ACF, HSEMD, county emergency manager(s), State Child Care Advisory Committee (SCCAC) and Early Childhood Iowa (ECI).

IDENTIFICATION OF IOWA CODE AND IOWA ADMINISTRATIVE CODE (IAC) TO CONSIDER FOR CHANGE IN THE EVENT OF A DISASTER

DHS will identify laws and regulations that may be considered for exception to or revision in the event of a disaster. If DHS revises laws and/or regulations as part of the Governor’s Disaster Emergency Proclamation, the State Child Care Administrator will review the changes and consult with the Region VII Office of Child Care to determine whether an amendment to Iowa’s CCDF Plan is necessary.

CHILD CARE EMERGENCY CONTACT LIST

The State Child Care Administrator is responsible for maintaining an updated contact list of people involved in the operations to support families in accessing child care and child care providers in offering safe, healthy and nurturing services. Refer to [Appendix 3](#) for a list of positions included in the child care emergency contact list.

EMERGENCY PREPAREDNESS TRAINING AND PLANNING

CHILD CARE PROVIDERS

To meet regulatory compliance, child care center staff, child development home providers and child care home providers with a Child Care Assistance Provider Agreement must complete a pre-service health and safety training that includes a module on emergency preparedness. These same categories of providers must also have emergency plans that include procedures for evacuation and relocation; sheltering-in-place; lockdown; addressing the individual needs of children, including those with functional and access needs; communication and reunification with parents or other approved individuals designated by the parents; and continuity of operations. See [Appendix 7](#) for a list of resources available to assist providers.

DHS CHILD CARE REGULATORY COMPLIANCE AND CONSULTANT STAFF

To meet federal requirements, DHS child care regulatory compliance and consultant staff are responsible for completing training related to emergency preparedness through the Essentials Child Care Pre-Service Series module, “Essentials for Emergency Preparedness.” Newly hired or reassigned staff must complete the training before conducting a child care compliance visit.

PREPAREDNESS

Department of Human Services (DHS)		Iowa Child Care Resource & Referral (CCR&R)	Iowa Department of Public Health – Healthy Child Care Iowa (HCCI)
Plan Development & Maintenance	<p>Develop a statewide emergency preparedness plan for child care centers and preschools, child development homes and child care homes with a Child Care Assistance Provider Agreement. Review at least annually and revise as needed.</p> <p>Train appropriate DHS staff on the Statewide Child Care Emergency Preparedness and Response Plan.</p> <p>Design and implement an annual exercise as determined by the needs of the plan.</p>	<p>Participate in the child care emergency preparedness planning cycle under DHS's lead.</p> <p>Train appropriate CCR&R staff on the Statewide Child Care Emergency Preparedness and Response Plan.</p> <p>Participate in an annual exercise.</p>	<p>Participate in the child care emergency preparedness planning cycle under DHS's lead.</p> <p>Share the Statewide Child Care Emergency Preparedness and Response Plan with CCNCs.</p> <p>Participate in an annual exercise.</p>
Communication	<p>Lead the process for developing collaborative communication protocols for sharing information about child care following a disaster. Include the protocols in the Statewide Child Care Emergency Preparedness and Response Plan.</p>	<p>Participate in the development of communication protocols for sharing information following a disaster.</p>	<p>Participate in the development of communication protocols for sharing information following a disaster.</p>

Department of Human Services (DHS)		Iowa Child Care Resource & Referral (CCR&R)	Iowa Department of Public Health – Healthy Child Care Iowa (HCCI)
Continuity of Operations Plans	<p>Maintain a COOP/COG that addresses DHS vital child care services.</p> <p>Develop continuity plans for licensing, registration and requirements for non-registered providers with a CCA Provider Agreement.</p> <p>Develop continuity plans for child care subsidy payments and authorizations.</p> <p>Maintain backup data systems and other vital records. Annually review the Statewide Child Care Emergency Preparedness and Response Plan with DHS's COOP/COG.</p>	<p>Develop and maintain a COOP that addresses CCR&R vital services and interdependencies with DHS, HCCI and county emergency managers.</p> <p>Develop an appropriate backup of data systems and other vital records.</p>	<p>Maintain IDHP COOP that addresses HCCI critical business functions and program services.</p>
Designees for Joint Response	<p>Designate one or more staff to work directly with other state agencies to plan and respond to disasters that impact child care.</p> <p>Designate a person in the Bureau of Child Care Services to consult and coordinate with the DHS liaison in the SEOC during a response.</p>	<p>CCR&R will work directly with DHS, HCCI and county emergency managers to support joint planning for disaster responses related to child care.</p> <p>Annually, CCR&R will attempt to meet with county emergency managers to collaborate and discuss emergency preparedness needs of child care providers.</p>	<p>HCCI will work directly with DHS, CCR&R and county emergency managers to support joint planning for disaster responses related to child care.</p>

Department of Human Services (DHS)		Iowa Child Care Resource & Referral (CCR&R)	Iowa Department of Public Health – Healthy Child Care Iowa (HCCI)
GIS Mapping	<p>Maintain real-time data on locations of “active” child care centers and preschools, child development homes and child care homes with a Child Care Assistance Provider Agreement that is accessible to HSEMD staff, county emergency managers and other emergency responders.</p> <p>Allow searchable criteria to identify providers in specific areas. Provide more than one format to download the location data.</p>		
Initial Assessment	Develop an Initial Assessment form to determine the status of providers post-disaster.	Provide input and recommendations on the Initial Assessment form to DHS.	Provide input and recommendations on the Initial Assessment form to DHS.
Iowa Code and IAC	Identify possible changes in Iowa Code and Iowa Administrative Code (IAC) for child care regulatory and CCA during a disaster.		
Emergency Contact List	Maintain, update and distribute the Child Care Emergency Response Contact List on an annual basis. When there are staff changes, update the Contact List and distribute immediately.	<p>Review CCR&R contacts on the Child Care Emergency Response Contact List annually and notify DHS of any changes. When there are changes in staff on the Contact List, notify DHS.</p> <p>Keep the updated Child Care Emergency Response Contact List accessible.</p>	<p>Review HCCI contacts on the Child Care Emergency Response Contact List annually and notify DHS of any changes. When there are changes in staff on the Contact List, notify DHS.</p> <p>Keep the updated Child Care Emergency Response Contact List accessible.</p>

Department of Human Services (DHS)		Iowa Child Care Resource & Referral (CCR&R)	Iowa Department of Public Health – Healthy Child Care Iowa (HCCI)
Provider Preparedness	<p>Monitor child care providers compliance with emergency plan requirements. Provide technical assistance and information on emergency preparedness resources available on the CCR&R website to child care providers.</p> <p>Annually review current resources available to child care providers and update as necessary. Identify additional resources needed. As needed, work collaboratively with CCR&R and HCCI to develop additional resources, tools and templates for providers.</p> <p>At least annually through existing correspondence with child care providers, share steps for reporting damages as a result of an emergency or disaster.</p>	<p>Promote and/or provide training and technical assistance to child care providers and parents around emergency preparedness.</p> <p>Maintain emergency preparedness resources, tools and templates for child care providers on the CCR&R website.</p> <p>Annually review and provide feedback to DHS about emergency preparedness resources, tools and templates for child care providers available on the CCR&R website. As needed, work collaboratively with DHS and HCCI to develop additional resources, tools and templates for providers.</p> <p>At least annually through existing correspondence with child care providers, share steps for reporting damages as a result of an emergency or disaster.</p>	<p>Promote and/or provide training and technical assistance to child care providers around emergency preparedness.</p> <p>Annually review and provide feedback to DHS and CCR&R about emergency preparedness resources, tools and templates for child care providers available on the CCR&R website. As needed, work collaboratively with DHS and CCR&R to develop additional resources, tools and templates for providers.</p>
Represent Provider Needs	<p>Represent the needs and concerns of child care providers and parents around emergency preparedness with HSEMD, ACF, FEMA and elected officials.</p>	<p>As requested by DHS and when deemed appropriate by CCR&R, represent the needs and concerns of child care providers and parents around emergency preparedness with county emergency managers, Child Care Aware of America and elected officials.</p>	<p>Through CCNCs, represent the needs and concerns of child care providers and parents around emergency preparedness with county boards of public health, county emergency managers, IDPH and elected officials.</p>

Administration for Children and Families (ACF) Role:

Assist in Iowa’s emergency preparedness planning efforts for child care.

State Systems Network Role:

Provide technical assistance and linkages with other states related to emergency preparedness planning for child care.

RESPONSE

	Department of Human Services (DHS)	Iowa Child Care Resource & Referral (CCR&R)	Iowa Department of Public Health – Healthy Child Care Iowa (HCCI)
Plan Development & Maintenance	Activate the child care emergency preparedness plan when needed.	Implement designated roles in the plan.	Implement designated roles in the plan.
Communication	Implement communication protocols for collecting and disseminating information to partners, providers and families.	Implement communication protocols as outlined in the plan.	Implement communication protocols as outlined in the plan.
Continuity of Operations Plans	Implement the COOP/COG to continue operations that address DHS vital child care services and interdependencies. Implement continuity plans for regulatory and subsidy program functions during a disaster. Keep data systems working and vital records secure. Use backup systems as needed.	Implement plan to continue child care referrals and provider support. Keep data systems working and vital records secure. Use backup systems as needed.	Implement plan to continue child care provider support.

Department of Human Services (DHS)		Iowa Child Care Resource & Referral (CCR&R)	Iowa Department of Public Health – Healthy Child Care Iowa (HCCI)
Designees for Joint Response	Designated staff will communicate to the DHS SEOC liaison the immediate response needs (food, shelter, relocation of children, etc.) related to child care from child care providers and local jurisdictions.	Assist in the identification of child care provider, family and community needs related to child care. Share information with the DHS point of contact. Advocate for resources needed to resume child care operations.	Assist in the identification of child care provider, family and community needs related to child care. Share information with the DHS point of contact. Advocate for resources needed to resume child care operations.
GIS Mapping	Designated staff will review data reported by county emergency managers on WebEOC. Use the child care provider search function on KinderTrack (KT) to identify providers located in a disaster area and to support response efforts.	Use KT, the CCR&R database or NACCRRAware to identify providers in a disaster area and provide support.	Use KT, the CCR&R database or NACCRRAware to identify providers in a disaster area and provide support related to health and safety.
Initial Assessment	Designated staff reviewing WebEOC will share information about damages in impacted areas with the child care regulatory manager and the state child care administrator. In consultation, the child care regulatory manager and state child care administrator will determine if DHS will coordinate with CCR&R to contact child care facilities in the impacted area. If the decision is to contact child care facilities, either the program manager that oversees the state emergency plan or the child care regulatory manager will contact the CCR&R regional director in the impacted area.		

Department of Human Services (DHS)		Iowa Child Care Resource & Referral (CCR&R)	Iowa Department of Public Health – Healthy Child Care Iowa (HCCI)
Initial Assessment	<p>Coordinate with CCR&R to gather information from child care providers using the Initial Assessment form. Determine if DHS staff will contact child care facilities and complete the Initial Assessment form, when appropriate, within 72 hours of the disaster event. Depending on the extent of the disaster, determine if the Disaster Behavioral Health Response Team may be able to assist with gathering data from child care facilities.</p> <p>Compile information from data received and share with DHS field operations and leadership and stakeholders, including CCR&R, ACF and others as needed. Enter data for county-level child care infrastructure impacts in WebEOC.</p> <p>Enter appropriate provider information into KT.</p>	<p>As requested by DHS, coordinate with DHS field staff and child care regulatory policy manager to gather information from child care providers using the Initial Assessment form. Contact (via email, phone, in writing, in person, etc.) child care facilities in the impacted area within 72 hours of DHS disaster notification. CCR&R will ask child care facilities that sustained damage to complete and return the Initial Assessment form.</p> <p>Provide the following information to DHS: # of child care facilities contacted; # of child care facilities that responded; for facilities reporting damage provide – DHS Provider #, reported damage, if the facility is relocating, if the facility is continuing to provide care (if yes, are there currently child care spaces available and how many; if no, reason for not being able to provide child care and estimated date to reopen)</p> <p>Enter appropriate provider information into the CCR&R database and NACCRRAware.</p> <p>Notify CCNC of providers with damages in the disaster area if assistance/resources are needed. If the CCNC is not available (vacancy, county with no access, leave of absence or vacation), notify HCCI.</p>	<p>Coordinate with CCNC, CCR&R and DHS and provide communications, guidance documents and reference materials related to public health federal or state policy; environmental hazards, communicable disease outbreaks and other resources.</p>

Department of Human Services (DHS)		Iowa Child Care Resource & Referral (CCR&R)	Iowa Department of Public Health – Healthy Child Care Iowa (HCCI)
		As appropriate, share information about providers with damages in the disaster area with county emergency manager(s).	
Iowa Code and IAC	<p>Determine whether Iowa Code or IAC related to child care regulatory or subsidy program requirements should be changed or exceptions granted. If appropriate, notify the SEOC to include this information in the Governor’s disaster emergency proclamation.</p> <p>Provide technical assistance to child care providers and families related to Iowa Code or IAC changes pursuant to the disaster. Notify DHS child care regulatory compliance and consultant staff, DHS centralized units, CCR&R and HCCI about changes in requirements.</p>	Provide technical assistance to child care providers and families related to Iowa Code or IAC changes pursuant to the disaster.	Provide technical assistance to CCR&R and DHS related to public health federal or state policy; environmental hazards, communicable disease outbreaks and other resources.
Emergency Contact List	Use the Child Care Emergency Response Contact List to support ongoing response efforts. Update information as needed.	Keep the updated Child Care Emergency Response Contact List accessible.	Keep the updated Child Care Emergency Response Contact List accessible.
Provider Preparedness	Disseminate information related to the disaster preparedness, response and recovery process to child care providers and families, as appropriate.	Disseminate information related to the disaster preparedness, response and recovery process to child care providers and families, as appropriate.	Disseminate information related to the disaster preparedness, response and recovery process to child care providers and families, as appropriate.

Department of Human Services (DHS)		Iowa Child Care Resource & Referral (CCR&R)	Iowa Department of Public Health – Healthy Child Care Iowa (HCCI)
Represent Provider Needs	Represent the needs and concerns of child care providers and parents around emergency response and disaster impact on the child care infrastructure with HSEMD, ACF, FEMA and elected officials.	Represent the needs and concerns of child care providers and parents around emergency response and disaster impact on the child care infrastructure with county emergency managers, Child Care Aware of America and elected officials.	Through CCNCs, represent the needs and concerns of child care providers and parents around emergency response and disaster impact on the child care infrastructure with county boards of public health, county emergency managers, IDPH and elected officials.

Administration for Children and Families (ACF) Role:

- Provide support to the State of Iowa and DHS in the implementation of the Iowa Statewide Child Care Emergency Preparedness and Response Plan.
- Receive child care status information from the state and forward to other federal offices, as appropriate.

State Systems Network Role:

Provide support to DHS in the implementation of the Iowa Statewide Child Care Emergency Preparedness and Response Plan.

RECOVERY

Department of Human Services (DHS)		Iowa Child Care Resource & Referral (CCR&R)	Iowa Department of Public Health – Healthy Child Care Iowa (HCCI)
Plan Development & Maintenance	Follow the Statewide Child Care Emergency Preparedness and Response Plan to support the recovery of the child care infrastructure. Coordinate a debriefing with partners and update the plan, if needed, to include lessons learned.	Participate in a debriefing to include lessons learned.	Participate in a debriefing to include lessons learned.

Department of Human Services (DHS)		Iowa Child Care Resource & Referral (CCR&R)	Iowa Department of Public Health – Healthy Child Care Iowa (HCCI)
Communication	Continue to follow communication protocols established in the plan.	Continue to follow communication protocols established in the plan.	Continue to follow communication protocols established in the plan.
Continuity of Operations Plans	Restore DHS child care functions to pre-disruption levels of operation until the COOP/COG is no longer needed.	Bring operations back to pre-disruption levels until the COOP is no longer needed.	
Designees for Joint Response	Designated staff will continue to communicate with the SEOC on the resumption of the child care infrastructure.	Assist in the identification of provider, family and community needs related to child care. Share information with DHS point of contact. Advocate for resources needed to resume child care operations.	Assist in the identification of provider needs related to child care. Share information with DHS point of contact. Advocate for resources needed to resume child care operations.
GIS Mapping	DHS can update the ‘Send to Mapquest’ field on the Provider Attribute Page in KT for providers that are temporarily closed. Updating this field will prevent the child care provider from displaying on the list of “active” providers.	Update the CCR&R database and NACCRRAware for child care providers that are temporarily or permanently closed. Notify the DHS point of contact, HCCI/CCNC and the county emergency manager of child care providers that are temporarily or permanently closed.	

Department of Human Services (DHS)		Iowa Child Care Resource & Referral (CCR&R)	Iowa Department of Public Health – Healthy Child Care Iowa (HCCI)
Initial Assessment	<p>Continue to share updated results from the Initial Assessment form with stakeholders, including CCR&R, ECI, SCCAC, ACF and others as needed.</p> <p>As appropriate, provide updates on child care infrastructure impacts on WebEOC.</p> <p>If the disaster receives a Governor’s Disaster Emergency declaration and Individual Assistance Grants are made available, send information to CCR&R about the grants that may be available to home-based child care providers. (Note: These reimbursement grants are based on the family’s income.)</p> <p>If the disaster receives a Presidential disaster declaration, send CCR&R information about Public Assistance Grants that may be available to non-profit child care centers and Small Business Administration loans that may be available to providers.</p> <p>Review the Initial Assessment form and revise as needed.</p>	<p>Continue to share updated data from the Initial Assessment form with the DHS point of contact, HCCI/CCNC and county emergency manager(s).</p> <p>As appropriate for child care providers that sustained damages in the disaster, distribute information about Individual Assistance Grants (state) and work with the county emergency manager(s) to distribute information about Public Assistance Grants (federal) and Small Business Administration loans.</p> <p>Provide feedback to DHS on use and possible revisions to the Initial Assessment form.</p> <p>As appropriate, share information about providers with damages in the disaster area with county emergency manager(s).</p>	<p>Continue to share updated data from the Initial Assessment form with local MCAH agencies/local CCNCs as needed. Provide communications, guidance documents and reference materials related to public health federal or state policy; environmental hazards, communicable disease outbreaks and other resources.</p>

Department of Human Services (DHS)		Iowa Child Care Resource & Referral (CCR&R)	Iowa Department of Public Health – Healthy Child Care Iowa (HCCI)
Iowa Code and IAC	<p>Review Iowa Code and IAC that was changed during the disaster. Determine if the changed regulations were appropriate and if other possible regulations that may be appropriate to change to support the resumption of the child care infrastructure.</p> <p>Review the changes made and consult with the Region VII Office of Child Care to determine whether an amendment to Iowa’s CCDF Plan is necessary. If needed, submit an amendment.</p>	Provide technical assistance to child care providers and families related to Iowa Code or IAC changes pursuant to the disaster.	Provide technical assistance to CCR&R and DHS related to public health federal or state policy; environmental hazards, communicable disease outbreaks and other resources.
Emergency Contact List	Maintain, update and distribute the Child Care Emergency Response Contact List on an annual basis. When there are staff changes, update the Contact List and distribute immediately.	Keep the updated Child Care Emergency Response Contact List accessible.	Keep the updated Child Care Emergency Response Contact List accessible.
Provider Preparedness	<p>Continue to provide technical assistance and information on emergency preparedness resources available on the CCR&R website to child care providers.</p> <p>Review current resources available to child care providers and update as necessary. Identify additional resource needs.</p>	<p>Promote and/or provide training and technical assistance to child care providers and parents around emergency preparedness.</p> <p>Review and provide feedback to DHS about emergency preparedness resources, tools and templates for child care providers available on the CCR&R website.</p>	<p>Promote and/or provide training and technical assistance to child care providers and parents around emergency preparedness.</p> <p>Review and provide feedback to DHS and CCR&R about emergency preparedness resources, tools and templates for child care providers available on the CCR&R website.</p>

	Department of Human Services (DHS)	Iowa Child Care Resource & Referral (CCR&R)	Iowa Department of Public Health – Healthy Child Care Iowa (HCCI)
Represent Provider Needs	Represent the needs and concerns of child care providers and parents around emergency preparedness with ECI, HSEMD, ACF, FEMA and elected officials.	Represent the needs and concerns of child care providers and parents around emergency preparedness with county emergency managers, Child Care Aware of America and elected officials.	Through CCNCs, represent the needs and concerns of child care providers and parents around emergency preparedness with county boards of public health, county emergency managers, IDPH and elected officials.

Administration for Children and Families (ACF) Role:

- Follow up with the State Child Care Administrator to receive a debrief of the event and identify opportunities to strengthen the state/federal partnership in the recovery of the child care infrastructure.
- Share information collected from the state and forward to other federal offices, as appropriate.
- Share potential disaster-related resources for families and child care providers with DHS to disseminate.

State Systems Network Role:

Share potential disaster-related resources for families and child care providers with DHS to disseminate.

REGULATORY CRITICAL ACTIVITIES

PRIMARY AGENCY - DHS

STATE CHILD CARE ADMINISTRATOR

The State Child Care Administrator will:

- Direct DHS regulatory child care compliance and consultant staff, through the DHS Field Operations Division, to attempt to contact providers in the affected area (licensed child care centers and preschools, child development homes and child care homes with CCA Provider Agreement). Note: If requested, CCR&R may help with the assessment process.
- Work with DHS Field Operations Division to reassign regulatory child care compliance and consultant staff as needed to assist with the assessment
- Direct regulatory child care compliance and consultant staff to use the *Initial Assessment of Child Care Providers Following a Disaster* form (refer to [Appendix 6](#)) to:
 - Gather basic information about whether a facility is operational
 - Categorize providers into of the following categories:
 - Open
 - Temporarily closed, damaged or status unknown
 - Closed
 - Determine the amount of existing open child care slots in the facility
 - Project any child care gaps
- Depending on the extent of the disaster, determine if the Disaster Behavioral Health Response Team may be able to assist with contacting child care facilities and completing the *Initial Assessment of Child Care Providers Following a Disaster* form, when appropriate
- Compile assessment data and share data with DHS leadership and stakeholders, including CCR&R, HCCI, HSEMD, SCCAC, ECI, ACF, and others as needed
- Work with the DHS Public Information Officer and CCR&R to provide disaster information on each entity's website and through CCR&R's Constant Contact
- Determine exceptions to administrative rule that DHS can initiate to provide a temporary solution for a facility to still provide child care
- Submit language, as appropriate, to HSEMD to include in the Governor's disaster emergency proclamation to temporary change Iowa Code

CHILD CARE COMPLIANCE AND CONSULTANT STAFF

Child care compliance and consultant staff will:

- Assess the operating status of child care centers and preschools, child development homes and child care homes with a Child Care Assistance Provider Agreement using the [Initial Assessment of Child Care Providers Following a Disaster](#) form

- Update KinderTrack (KT) for providers that are temporarily or permanently closed based on data gathered through the assessment
- Provide individual provider assessment data to the DHS regulatory policy program manager
- Communicate and coordinate with CCR&R in the affected area
- Work with providers to determine:
 - If an inspection is needed to further determine whether damaged facilities can continue operating, must temporarily close, must reduce enrollment, or must relocate
 - If the provider did not have any damage and can the provider care for additional children based on the provider's licensed/registered capacity
 - If the provider needs additional child care staff to continue or expand operations
- Complete a pre-inspection visit within 72 hours of becoming aware of a child care facility that must relocate
 - Verify that the child care provider has children's files at the new location. In the event that files were destroyed in the disaster, contact the policy regulatory program manager.
 - Determine if there are any new persons "involved with child care" and contact the Central Office for a SING check. Expedite evaluation procedures, as necessary.
 - Obtain a written lease agreement from the temporary location owner permitting operation of the child care facility and days/times of operation permitted.
 - Limit temporary location to less than 30 days, circumstances permitting.
- Cancel the provider's license/registration on KT if the facility is permanently closed based on current operating procedures. The provider will receive a notice of the closure.

REGULATORY PROGRAM MANAGER

The regulatory program manager will:

- Notify the Centralized Child Care Assistance Payment and Registration Unit of providers impacted by the disaster, as needed
- Work with child care providers, DHS child care compliance and consultant staff and CCR&R to determine if there are child care capacity needs in the disaster area beyond operational facilities' licensed/registered capacity
- Identify exceptions to administrative rule that DHS can initiate to provide a temporary solution based on an assessment of the child care infrastructure in the disaster area and child care capacity needs
- Identify possible language to include in a Governor's disaster emergency proclamation to temporarily change Iowa Code in response to the disaster

CENTRALIZED CHILD CARE LICENSING UNIT

The Centralized Child Care Licensing Unit will:

- Make efforts to expedite applications for facilities that must relocate
- Make efforts to expedite licensing requests and approvals for new facility applications

CENTRALIZED CHILD CARE ASSISTANCE PAYMENT AND REGISTRATION UNIT

The Centralized Child Care Assistance Payment and Registration Unit will:

- Make efforts to expedite applications for facilities that must relocate
- Make efforts to expedite registration requests and approvals for new facility applications

SUPPORT AGENCIES

CHILD CARE RESOURCE & REFERRAL

CCR&R will:

- As requested, assist DHS in assessing the operating status of child care centers and preschools, child development homes and child care homes with a Child Care Assistance Provider Agreement using the [Initial Assessment of Child Care Providers Following a Disaster](#) form
- Update the NACCRRAware database if the facility is permanently closed to prevent the provider from displaying on referral lists
- Provide consultation services and distribute resources to child care providers

CHILD CARE NURSE CONSULTANTS

CCNCs will:

- Assist providers in identifying resources related to child care health and safety needs
- Provide health and safety consultation services

STATE FIRE MARSHAL

The State Fire Marshal will be responsible for:

- Conducting an inspection of facilities where a child care center or preschool plans to relocate to
- Inspecting facilities, as appropriate, that sustained damage and are planning to continue to provide care at the current location

TEMPORARY CHANGES TO REGULATIONS

Regulations that may be considered for change following a disaster:

- Ratio/capacity requirements
- Background check requirements (Refer to [Appendix 5](#))
- Own, rent or lease a single family residence
- Professional development (pre-service requirements)
- Allow building inspectors to conduct building inspections in lieu of the fire marshal

CHILD CARE SUBSIDY CRITICAL ACTIVITIES

In the event of a disaster, DHS may implement regulation and statute changes related to the disaster as outlined in Appendix 4. Depending on the impact of the disaster, there may be a disruption of communication and support services. The delay in these functions will last until backup systems are running or communication and support services resume. Based on the DHS COOP/COG, system administrators anticipate that, in most cases, information technology systems will return to operating status within 72 hours after a disaster. This plan is not intended to address a more catastrophic scenario of a complete system and backup system failure.

System/information technology needed to continue functions:

- KinderTrack (KT) – Generate CCA review applications to families, generate notifications to providers and families of case actions (approval, cancel, change), collect data for staff to determine eligibility and issue notices, and process child attendance and make payments to providers
- KT connection with the IABC system (Iowa Automated Benefit Calculation) – Create state IDs
- KT connection with the I/3 system (state accounting system) – Release funds
- Direct deposit system and/or mail – Distribute payments to providers

PRIMARY AGENCY - DHS

STATE CHILD CARE ADMINISTRATOR

The DHS State Child Care Administrator will:

- Compile and share CCA data with DHS leadership and stakeholders, including CCR&R, HCCI, HSEMD, SCCAC, ECI, ACF, and others as needed
- Determine exceptions to administrative rule that DHS can initiate to provide a temporary solution for families to continue to receive CCA
- Submit language, as appropriate, to HSEMD to include in the Governor's disaster emergency proclamation to temporarily change an administrative rule
- Work with DHS Field Operations Division to determine whether to send staff to the Family Assistance Center to assist families in applying for CCA

CENTRALIZED CHILD CARE ASSISTANCE PAYMENT AND REGISTRATION UNIT

The Centralized Child Care Assistance Payment and Registration Unit will:

- Make efforts to expedite processing of Child Care Assistance Provider Agreements for facilities that must relocate as a result of the disaster, as necessary
- Make efforts to expedite processing of Child Care Assistance Provider Agreements for new facility applications in the disaster area and adjacent communities, as necessary

CENTRALIZED CHILD CARE ASSISTANCE ELIGIBILITY UNIT

The Centralized Child Care Assistance Payment and Registration Unit may:

- Extend certification periods that expire during the month the disaster occurs. The extension allows families living in the disaster area extra time to receive CCA (or allow extra time to submit the review application).

Note: Allow the certification period extension whether or not the family is participating in the previously approved eligibility activity. If the family is not working as a result of the disaster, the family may qualify for CCA under temporary lapse.

- Notify families who receive the extension and the family's child care provider of continued subsidy eligibility.
- Accept applications with available documentation from families in the disaster area. If verification is not available, workers will advise the family that DHS will determine eligibility and authorize care based on verbal information. DHS will approve the family for a full 12 month certification period, but the family must provide actual verification within 90 days.

If the family does not provide the required verification within 90 days, the DHS Centralized Unit will end the certification period.

NOTE: Individual disaster assistance provided to families is not considered as countable income.

- At the request of the family, expedite a change to another provider with a current Child Care Assistance Provider Agreement if the family's current provider is non-operational or unable to provide care as a result of the disaster.
- Follow current procedures for reporting possible fraudulent activities/actions.

CHILD CARE COMPLIANCE AND CONSULTANT STAFF

DHS child care compliance and consultant staff will update KinderTrack (KT) for providers that are temporarily or permanently closed based data gathered through the [*Initial Assessment of Child Care Providers Following a Disaster*](#) form

CHILD CARE SUBSIDY PROGRAM MANAGER

The child care subsidy program manager will:

- Identify exceptions to administrative rule that DHS can initiate to provide a temporary solution for families impacted by the disaster
- Identify possible language to include in a Governor's disaster emergency proclamation to temporarily change an administrative rule in response to the disaster

TEMPORARY CHANGES TO REGULATIONS

Regulations that may be considered for change following a disaster:

- Extending certification periods that expire during the month a disaster occurs
- Accepting applications with available documentation from families living in disaster areas
- Expediting requests to change to providers

CCA AND FAMILIES IN DISASTER AREAS

Possible scenarios and CCA action may include:

Family CCA Status	Work/School	CCA Action
Currently using CCA Certification period NOT expiring during the month of the disaster	Work place destroyed/damaged; cannot work	Continue under temporary lapse
	Work place not destroyed/damaged; working	Continue as is
Currently using CCA Certification period expiring during the month of the disaster	Work place destroyed/damaged; cannot work	Extend certification period
	Work place not destroyed damaged; working	Extend certification period
	Looking for work/could work but needs to clean up property and settle family	Extend certification period
New families applying for CCA	Working	Authorize CCA if child/ family meets eligibility criteria. Allow 90 days for family to provide verification.
	Looking for work/could work but needs to clean up property and settle family	Authorize CCA if child/family meets eligibility criteria. Assistance will be cancelled if not employed within 90 days.

CHAPTER 4: TEMPORARY, RESPITE AND EMERGENCY CHILD CARE

Child care may be needed in a variety of settings, post-disaster:

- Temporary shelter sites for children accompanied by parents or legal guardians
- Family Assistance Centers offering assistance to survivors
- Child care locations outside the disaster area, both center and home-based child care

DHS has no authority over temporary, respite and emergency child care based on Iowa law. However, in an emergency DHS can provide technical assistance to agencies that may be brought in to augment needed child care and, if necessary, can expedite helping them through the regulatory process.

CHILD CARE IN SHELTERS AND DISASTER RECOVERY CENTERS

- State law defines what is and is not considered child care in IAC 441-109(1). One type of care that does not meet the definition of child care is care provided on site to children of parents residing in an emergency, homeless, or domestic shelter.
- In a disaster, American Red Cross (ARC) may provide a mass care response, including temporary sheltering, mass feeding, water and emergency supplies. As needed, ARC allows 'respite' care in shelters where the parents are either on the premises or have given consent to another shelter member to look after their child. The Iowa Disaster Human Resource Council also has an ESF 6 & Functional Needs Committee that has a child care subcommittee.
- Non-profit voluntary organizations, such as, the Church of the Brethren's Children's Disaster Services, Save the Children or a local organization identified in the county's emergency plan may be asked to provide respite care for children in shelters. In this situation, a section of the shelter facility is designated for children only and supervised by volunteers who have had background checks. Parents must remain onsite, but are free to pursue essential recovery activities.

CHAPTER 5: COMMUNICATION

COMMUNICATION PROTOCOLS

Critical points for communication:

- Relationships are essential for communication following a disaster. One of the critical outcomes of the preparedness phase is the establishment of relationships with partner agencies/organizations and within departments, including a regular distribution of the contact list.
- At least annually through existing correspondence with child care providers, share steps for reporting damages as a result of an emergency or disaster. In the information, provide a telephone number for child care providers to call to report damages.
- DHS is the official disseminator of state-level information about child care following a disaster. This includes information distributed via social media.
- Final recommendations for IAC changes in response to the disaster are made by DHS.
- Disseminated information, including revised child care rules and policies in response to the disaster, should flow from DHS to stakeholder agencies and organizations, especially CCR&R who can forward the information to providers and families, as appropriate.
- It is recognized that child care providers are one of the best sources of emergency-related information to families after a disaster.
- DHS is responsible for consolidating provider and family information for release to ACF, SEOC, etc. This information will be collected using the *Initial Assessment of Child Care Providers Following a Disaster* form (refer to [Appendix 6](#)). At DHS's discretion, and/or at the request of the SEOC, DHS will add information about the child care infrastructure, such as: the disaster impact on DHS offices, impact to child care facilities, resources needed to resume services, anticipated date of a fully operational child care infrastructure post-disaster, or any other related information.
- After a disaster, the after-action report will include a review of the communication protocols to determine opportunities for improvement.

COMMUNICATION WITH FAMILIES UTILIZING CHILD CARE AND CHILD CARE PROVIDERS DURING A DISASTER

Issue	Department of Human Services	Child Care Resource and Referral
Status of child care providers and referrals to providers	Update KT; may issue press/web updates to the public about the status of child care providers in the impacted area	Update NACCRRAware regarding the operating status of child care providers in the impacted area
Subsidy authorizations: New and continued	May issue press/web updates to the public and partner agencies about subsidy availability and/or changes in policies	As requested by DHS, provide information to families (using providers as the conduit) on updated policies and subsidy information
Emergency/temporary child care	May issue press/web updates to the public	Provide information to families about emergency and temporary child care resources
Public health and environmental issues	Receive information from IDPH – HCCI; post on web; disseminate information to DHS child care compliance and consultant staff, partner agencies and providers via email	Distribute health information to providers and families (using providers as the conduit)
Disaster assistance available to families and providers	Receive information from HSEMD, FEMA, other federal agencies and national organizations providing assistance; post information on the web; disseminate information to partner agencies and providers via email	Distribute disaster assistance information to providers and families (using providers as the conduit)
Mental health issues	Receive information from ACF and Substance Abuse and Mental Health Administration; post on web; disseminate information to partner agencies and providers via email; local authorities may request assistance from the Iowa Disaster Behavioral Health Response Team (DBHRT)	Distribute mental health information to providers and families (using providers as the conduit)
Reunification of children	Share information with partner agencies and providers related to the reunification of children and families. The information may be from the NCMEC, ARC, etc.	Distribute information about reunification of children and families to providers

CHAPTER 6: TRAINING AND EXERCISE, DOCUMENTATION MAINTENANCE, AND AFTER-ACTION REPORTS

TRAINING AND EXERCISE

It is helpful for DHS child care policy and management staff to be knowledgeable in the National Incident Management System (NIMS), which is used by emergency management to coordinate resources during an emergency. NIMS compliance requires the following FEMA Emergency Management Institute independent study (IS) courses. Access courses online at: <http://training.fema.gov/is>

- IS-100.c (Introduction to Incident Command System)
- IS-700.b (Introduction to the National Incident Management System)
- IS-800.c (Introduction to the National Response Framework)

In addition, the following courses are encouraged for identified DHS staff, CCR&R staff, HCCI and CCNC staff who may be involved in a disaster response:

- IS-36: Multihazard Planning for Childcare
- IS-366.a: Planning for the Needs of Children in Disasters

To test and evaluate this plan, DHS management will conduct exercises so that the plan is understood and works as intended. DHS will develop a separate exercise plan and will include at least one annual exercise, testing understanding of roles and responsibilities.

DOCUMENT MAINTENANCE

DHS will designate appropriate staff to conduct a review of the plan on an annual basis and after a disaster, with vetting and input from parties involved with its implementation. The State Child Care Administrator or designee ensures that necessary changes and revisions to the plan are prepared, coordinated, published and distributed. The State Child Care Administrator will establish a schedule for annual review and updating of the plan. An earlier revision to the plan may happen based on improvements identified during actual emergency situations, exercises or when changes in threat hazards, resources and capabilities or government structure happen.

AFTER-ACTION REPORTS AND LESSONS LEARNED

Within 30 days of the end of the response phase, the State Child Care Administrator may request an after-action report from child care policy staff and other partner agencies/organizations. The after-action report comprises both written and verbal input from all appropriate participants and is designed to capture best practices and areas for improvement. Where areas for improvement are identified, an individual, department or agency/organization is assigned responsibility for correcting the issue and the State Child Care Administrator shall establish a due date for that action.

APPENDIX 1: ACRONYMS

Acronym	Abbreviation for:
ACF	Administration for Children and Families (federal)
ACFS	Adult, Children and Families Services (state)
ARC	American Red Cross
CCA	Child Care Assistance
CCDBG	Child Care and Development Block Grant
CCDF	Child Care and Development Fund
CCNC	Child Care Nurse Consultant
CCR&R	Child Care Resource and Referral
COOP	Continuity of Operations Plan
COG	Continuity of Governance
CRIS	Childcare Regulatory Information System
DBHRT	Disaster Behavioral Health Response Team
DE	Department of Education (Iowa)
DHS	Department of Human Services (Iowa)
ECI	Early Childhood Iowa
ESF	Emergency Support Functions
FEMA	Federal Emergency Management Agency
HCCI	Healthy Child Care Iowa
HSEMD	Homeland Security and Emergency Management Department
I/3	State Accounting System. I/3 is the data system the Iowa Department of Revenue uses to issue payments (i.e., warrants and direct deposit) to individuals and businesses.
IABC	Iowa Automated Benefit Calculation. A DHS data system used to determine eligibility for Food Assistance (SNAP), FIP and some Medicaid services. IABC also generates State IDs for individuals that receive a services/funding from a public assistance benefit program.
IAC	Iowa Administrative Code
IDHRC	Iowa Disaster Human Resource Council. This council serves as Iowa's Voluntary Organizations Active in Disasters or VOAD.
IDPH	Iowa Department of Public Health
IEMA	Iowa Emergency Management Association
IMAC	Iowa Mutual Aid Compact. This is an agreement among the 99 counties in Iowa which allows a county to request additional resources from another to meet the need. Iowa Code section 29C.22

Acronym	Abbreviation for:
KT	KinderTrack. KinderTrack is the data system that DHS uses to gather and store information about CCA families; calculate family copayment fee levels; generate notices, reviews and attendance sheets; provides families with the ability to apply online for CCA benefits and view their case status; allows people to search for child care providers willing to accept CCA payments; and allows child care providers to apply online to become a CCA provider, view the CCA families the provider is authorized to bill for, enter CCA attendance and submit requests for payment online.
NCMEC	National Center for Missing & Exploited Children
OCC	Office of Child Care (federal)
QRS	Quality Rating System. A voluntary child care rating system in Iowa for child care centers and preschools and child development homes.
SCCAC	State Child Care Advisory Committee
SEOC	State Emergency Operations Center

APPENDIX 2: LEGAL AUTHORITIES

FEDERAL

- Child Care and Development Block Grant Act (CCDBG) of 2014 (Public Law No. 113-186) (enacted 11/19/14)
- 45 CFR, Parts 98 and 99, Child Care and Development Fund Final Rule (published 9/30/16)

STATE

Code of Iowa

Iowa Code section 29C.6 Proclamation of disaster emergency by governor

Iowa Code chapter 237A Child Care Facilities

- 237A.1 Definitions
- 237A.2 Licensing of child care centers
- 237A.3 Child care homes
- 237A.3A Child development homes
- 237A.4 Inspection and evaluation
- 237A.5 Personnel
- 237A.8 Violations – actions against license or registration
- 237A.12 Rules
- 237A.13 State child care assistance
- 237A.19 Penalty
- 237A.20 Injunction
- 237A.29 Public funding of child care – sanctions

Iowa Administrative Rules

Agency 441 Human Services Department

- Chapter 109 Child Care Centers
- Chapter 110 Child Development Homes
- Chapter 120 Child Care Homes
- Chapter 170 Child Care Services

APPENDIX 3: CHILD CARE EMERGENCY CONTACT LIST

The State Child Care Administrator will maintain a child care emergency contact list that includes email and work phone and cell phone numbers, as appropriate, for the following positions:

Department of Human Services:

- State Child Care Administrator
- Child Care Regulatory Program Manager
- Child Care Subsidy Program Manager
- Division of Adult, Children and Family Services Division Administrator
- Centralized Service Area Manager
- Child Care Assistance, Eligibility, Registration and Payment Bureau Chief
- Child Care Registration and Payment Supervisor
- Child Care Assistance Eligibility Supervisor
- Child Care Licensing Bureau Chief
- Child Care Service Help Desk Social Worker
- COOP/COG Liaison
- SEOC Liaison

Iowa Department of Public Health – Healthy Child Care Iowa

- Coordinator & Alternate Contact

Homeland Security and Emergency Management Department

- Operations Division Administrator

Iowa Child Care Resource and Referral

- Region 1 Director & Alternate Contact
- Region 2 Director & Alternate Contact
- Region 3 Director & Alternate Contact
- Region 4 Director & Alternate Contact
- Region 5 Director & Alternate Contact

Administration for Children and Families

- Region VII Office of Child Care Program Manager
- Region VII Emergency Management Officer

State Systems Network

- Region VII State Systems Specialist

APPENDIX 4: OPTIONS TO CHANGE IOWA CODE OR IAC IN THE EVENT OF A DISASTER

EXCEPTION TO RULE

- An exception to rule allows DHS to adapt a rule for a specific purpose, child or family situation. It is time limited and may not exceed the specific time period allowed by DHS.
- An exception to rule request must be provided in writing or electronically and follow DHS's procedures for submitting an exception to rule. The DHS director either approves or denies the request.
- For emergency or disaster purposes, an exception to rule can be initiated to provide a temporary solution so a facility can still provide child care, or families can continue to receive child care subsidies. It assumes that the emergency or disaster has impacted the normal processes for the provider and/or child care staff that monitor facilities or approve child care subsidies.

GOVERNOR'S PROCLAMATION OF DISASTER EMERGENCY

Under state statute, the Governor may proclaim a disaster emergency when public disorder, disaster, emergency or riot exists in the state that affects life, health, property or public peace. Typically, such proclamation follows the declaration of emergency by one or more county jurisdictions.

The Governor's proclamation is one method state agencies have to revise state statute or rules during emergencies. Typically, the proclamation is drafted by HSEMD for the Governor; state agencies communicate their requests for statutory or rule modifications to HSEMD for inclusion in the proclamation. The proclamation may also include:

- A brief description of the factual basis for the Governor's proclamation
- The geographic area affected by the emergency
- The beginning date and ending date of the proclamation
- Specific instructions to state agencies

An example of a Proclamation by the Governor in response to a disaster emergency may be found at http://www.homelandsecurity.iowa.gov/documents/disasters/Proclamations/2014/PROC_2014_22_SevereStorms_SEPT17.pdf

APPENDIX 5: DHS LICENSING BACKGROUND CHECK

Persons employed or residing in a licensed child care center, child development home or non-registered child care home with a Child Care Assistance Provider Agreement must complete required background checks.

The background check includes:

- FBI fingerprint check
- Criminal records check
- Sex offender registry check
- Child and dependent abuse records check

APPENDIX 6: INITIAL ASSESSMENT OF CHILD CARE PROVIDERS FOLLOWING A DISASTER

For use by DHS Child Care Consultants and Compliance Staff or Child Care Resource and Referral when a child care facility experiences an incident resulting in a disruption of operations based on a natural disaster.

CONTACT INFORMATION			
Date:	Time:	Name of Staff Member:	Communication Type (check one) <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> In person <input type="checkbox"/> Closed
Attempts to contact (dates):			
FACILITY INFORMATION			
Provider Name:		DHS Provider #:	County:
Doing Business As:		Email Address:	
Facility Type:		Telephone No:	Child Capacity:
Facility Address:		City:	State: ZIP Code:
Primary Contact Person:			Age Range of Children in Care: From: To:
INCIDENT DETAILS			
Name & Title of Person Contacted:		Date of Disaster:	Nature of Disaster:
FACILITY STATUS			
Was the facility affected? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, how?		
Can you continue to provide care? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, do you need to relocate your facility? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, where:		
	If yes, do you have any openings to accept new children within your licensed/registered capacity?		If yes, how many?
	If no, the reason you cannot continue to provide child care is because:		
	If no, you cannot currently provide care, but expect to reopen.		Estimated date to reopen:
Do you have staff who are willing to work in another facility? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, how many?			
Do you need more staff in order to continue operations? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, how many?			
Are you willing to accept children who are on the Child Care Assistance Program? <input type="checkbox"/> Yes <input type="checkbox"/> No			
During the disaster, were children or staff injured at your child care facility?			
Additional Comments: (e.g., What is your biggest need?)			
<input type="checkbox"/> Facility not affected <input type="checkbox"/> Open	<input type="checkbox"/> Temporarily closed <input type="checkbox"/> Uncertain status <input type="checkbox"/> Minor damage		<input type="checkbox"/> Permanently closed

APPENDIX 7: RESOURCES

EMERGENCY PREPAREDNESS

- American Red Cross, <http://www.redcross.org/prepare/disaster-safety-library>
- Federal Emergency Management Agency (FEMA), <https://www.fema.gov/children-and-disasters> and <https://www.ready.gov/>
- Iowa County Emergency Management Coordinators, http://homelandsecurity.iowa.gov/county_EM/county_EM_overview.html
- Iowa Homeland Security and Emergency Management, http://www.homelandsecurity.iowa.gov/about_HSEMD/alert_iowa.html
- Iowa State University Extension and Outreach, <https://www.extension.iastate.edu/disasterrecovery/>

CHILD CARE PROVIDERS

- Child Care Aware, <http://usa.childcareaware.org/advocacy-public-policy/crisis-and-disaster-resources/>
- Child Care Resource and Referral, <https://iowaccrr.org/training/EP/>
- Department of Human Services, <http://dhs.iowa.gov/> <http://ccmis.dhs.state.ia.us/providerportal/>
- Emergency Preparedness, U.S. Small Business Administration, <http://www.sba.gov/prepare>
- Healthy Child Care Iowa, www.idph.iowa.gov/hcci
- Preparedness Planning for Your Business, Ready.gov, <http://ready.gov/business>
- Ready Rating Resource Center offers forms and materials to help in emergency planning. <http://www.readyrating.org/Resource-Center/agenttype/viewtype/resourcetypeid/2/type1/plan>

NON-GOVERNMENTAL ORGANIZATIONS SUPPORTING CHILDREN IN DISASTERS

- American Red Cross, <http://www.redcross.org/prepare/disaster-safety-library>
- Church of the Brethren Children Disaster Services, www.brethren.org/bdm/
- Iowa Disaster Human Resource Council, <https://iavoad.communityos.org/cms/home>
- Save the Children, www.savethechildren.org

ENVIRONMENTAL HEALTH AND CHILD CARE

- Center for Disease Control and Prevention, <https://www.cdc.gov/childrenindisasters/index.html>
- Environmental Protection Agency, <https://www.epa.gov/childcare>
- Iowa Department of Public Health Environmental Health Response Team, <https://idph.iowa.gov/Environmental-Health-Services/Emergency-Preparedness>

CHILDREN'S MENTAL HEALTH AND DISASTERS

- Camp Noah. <https://www.lssmn.org/campnoah/>
- Coping with Disasters, Violence, and Tragedies. National Association for the Education of Young Children. <http://www.naeyc.org/content/disasters-and-tragedies>
- Greenman, J. (2005). "What Happened to MY World?: Helping Children Cope with Natural Disaster and Catastrophe."
http://www.brighthorizons.com/resources/pdf/talktochildren/docs/What_Happened_to_MY_World.pdf
- National Mental Health Information Center. <https://www.samhsa.gov/disaster-preparedness>
- National Child Traumatic Stress Network. <http://www.nctsn.org/trauma-types/natural-disasters>
- Sesame Street in Communities. <https://www.sesamestreet.org/toolkits/emergencies>

OFFICE OF HUMAN SERVICES EMERGENCY PREPAREDNESS AND RESPONSE (OHSEPR) RESOURCES

<https://www.acf.hhs.gov/ohsepr>

- Early childhood related resources, <https://www.acf.hhs.gov/ohsepr/early-childhood>
- Children and Youth Task Force

APPENDIX 8: FEDERAL GUIDANCE EMERGENCY PREPAREDNESS AND RESPONSE FOR CHILD CARE SERVICES

Title	Subject
CCDF-ACF-IM-2017-01	Guidance to state, territorial, and tribal Lead Agencies to assist with development and implementation of the Statewide Disaster Plan (or Disaster Plan for a Tribe's service area) for child care https://www.acf.hhs.gov/sites/default/files/occ/ccdf_acf_im_2017_01.pdf
CCDF-ACF-IM-2017-02	Guidance to state, territorial, and tribal Child Care and Development Fund (CCDF) Lead Agencies regarding the flexibility in spending CCDF funds in response to federal or state declared emergency situations https://www.acf.hhs.gov/sites/default/files/occ/ccdf_acf_im_2017_02.pdf
CCDF-ACF-IM-2010-01	FEMA Disaster Assistance Fact Sheet 9580.107 – Public Assistance to Child Care Services http://www.acf.hhs.gov/sites/default/files/occ/im2010_01.pdf
FEMA Recovery Policy 9461.1	Disaster Assistance for Child Care, released January 17, 2014 http://www.fema.gov/media-library-data/1391701209685-30433dd137630622c99bd80809b77ee8/Recovery+Policy+9461+1+Disaster+Assistance+for+Child+Care+1+17+2014.pdf

APPENDIX 9: EMERGENCY SUPPORT FUNCTIONS

NATIONAL RESPONSE FRAMEWORK EMERGENCY SUPPORT FUNCTION (ESF) ANNEXES

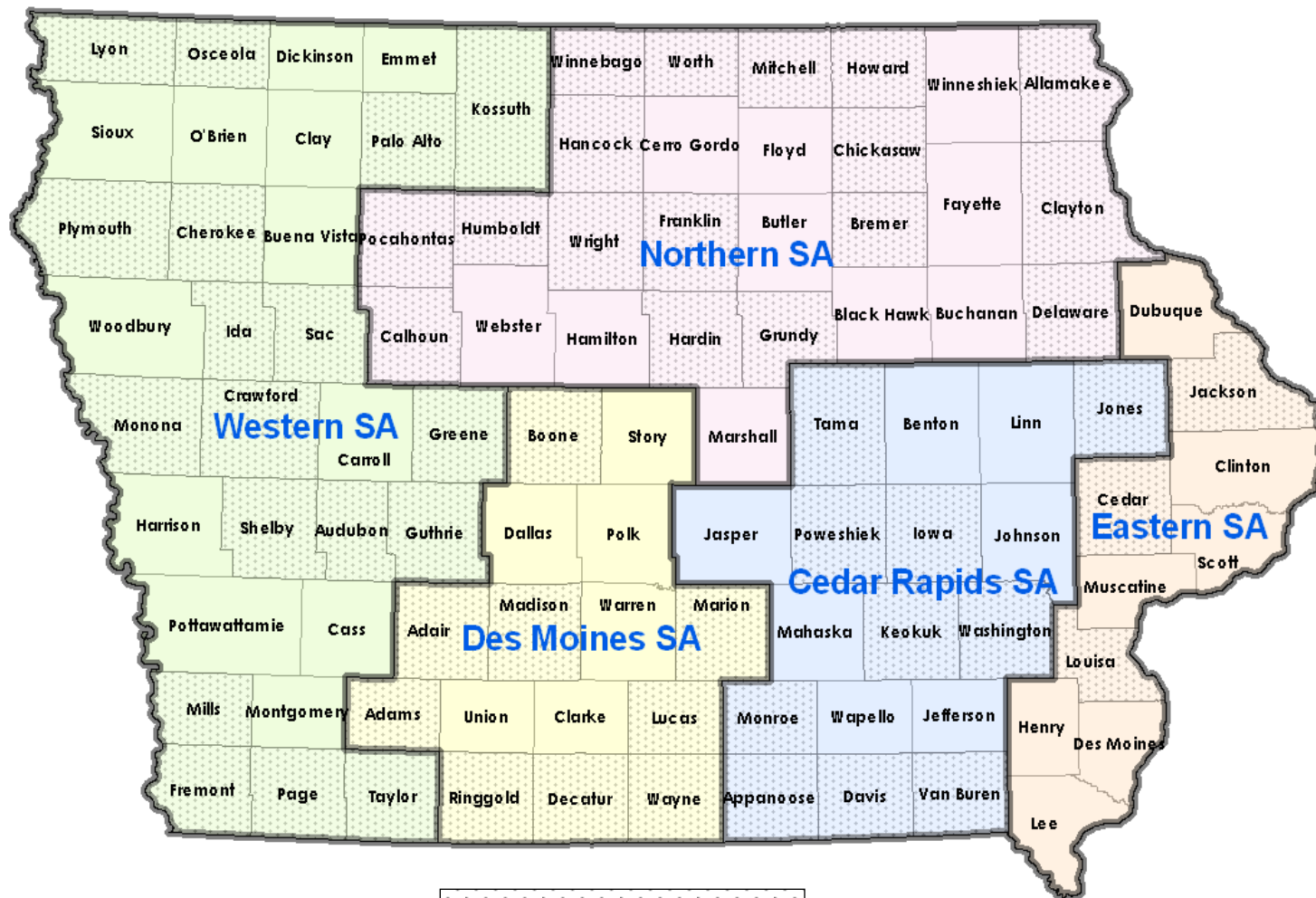
ESF 1	Transportation
ESF 2	Communications
ESF 3	Public Works and Engineering
ESF 4	Firefighting
ESF 5	Information and Planning
ESF 6	Mass Care, Emergency Assistance, Temporary Housing and Human Services
ESF 7	Logistics
ESF 8	Public Health and Medical Services
ESF 9	Search and Rescue
ESF 10	Oil and Hazardous Materials
ESF 11	Agriculture and Natural Resources
ESF 12	Energy
ESF 13	Public Safety and Security
ESF 14	Superseded by the National Disaster Recovery Framework [formerly Long-Term Community Recovery]
ESF 15	External Affairs

THE STATE OF IOWA EMERGENCY SUPPORT FUNCTIONS AS DEFINED IN THE IOWA EMERGENCY RESPONSE PLAN

ESF 1	Transportation
ESF 2	Communications
ESF 3	Public Works and Engineering
ESF 4	Firefighting
ESF 5	Information and Planning
ESF 6	Mass Care, Emergency Assistance, Temporary Housing and Human Services
ESF 7	Logistics Management and Resource Support
ESF 8	Public Health and Medical Services
ESF 9	Search and Rescue
ESF 10	Oil and Hazardous Materials
ESF 11	Agriculture and Natural Resources
ESF 12	Energy
ESF 13	Public Safety and Security
ESF 14	Superseded by the National Disaster Recovery Framework [formerly Long-Term Community Recovery]
ESF 15	External Affairs and Standard Operating Procedures

APPENDIX 10: DHS OFFICES

<p>Centralized Child Care Assistance Payment and Registration Unit</p> <p>Hoover State Office Building, 5th Fl 1305 E Walnut St Des Moines, IA 50319-0114 Phone: (866) 448-4605 Fax: (515) 564-4012</p>	<p>Centralized Child Care Assistance Eligibility Unit</p> <p>Human Services River Place Office 2309 Euclid Ave Des Moines, IA 50310-5703 Phone: (866) 448-4605 Fax: (515) 564-4032</p>
<p>Area 1: Western Service Area</p> <p>Phone: (712) 328-5661 417 E. Kanesville Blvd. Council Bluffs, IA 51503</p> <p>Counties Served: Audubon, Buena Vista, Carroll, Cass, Cherokee, Clay, Crawford, Dickinson, Emmet, Fremont, Greene, Guthrie, Harrison, Ida, Kossuth, Lyon, Mills, Monona, Montgomery, O'Brien, Osceola, Page, Palo Alto, Plymouth, Pottawattamie, Sac, Shelby, Sioux, Taylor and Woodbury</p>	<p>Area 2: Northern Service Area</p> <p>Phone: (319) 291-2441 1407 Independence Ave. Waterloo, IA 50703</p> <p>Counties Served: Allamakee, Black Hawk, Bremer, Buchanan, Butler, Calhoun, Cerro Gordo, Chickasaw, Clayton, Delaware, Fayette, Floyd, Franklin, Grundy, Hamilton, Hancock, Hardin, Howard, Humboldt, Marshall, Mitchell, Pocahontas, Webster, Winnebago, Winneshiek, Worth and Wright</p>
<p>Area 3: Eastern Service Area</p> <p>Phone: (563) 326-8794 600 West 4th St., 3rd Fl Davenport, IA 52801</p> <p>Counties Served: Cedar, Clinton, Des Moines, Dubuque, Henry, Jackson, North Lee, Louisa, Muscatine and Scott</p>	<p>Area 4: Cedar Rapids Service Area</p> <p>Phone: (319) 892-6800 411 3rd St., SE, Suite 300 Cedar Rapids, IA 52401</p> <p>Counties Served: Appanoose, Benton, Davis, Iowa, Jasper, Jefferson, Johnson, Jones, Keokuk, Linn, Mahaska, Monroe, Poweshiek, Tama, Van Buren, Wapello and Washington</p>
<p>Area 5: Des Moines Service Area</p> <p>Phone: (515) 725-2600 2309 Euclid Ave. Des Moines, IA 50310</p> <p>Counties Served: Adair, Adams, Boone, Clarke, Dallas, Decatur, Lucas, Madison, Marion, Polk, Ringgold, Story, Union, Warren and Wayne</p>	<p>Centralized Child Care Center Licensing Unit</p> <p>Hoover State Office Building, 5th Fl 1305 E Walnut St Des Moines, IA 50319-0114 Phone: (515) 281-6745 Fax: (515) 564-4115</p>



57 Less than fulltime offices

APPENDIX 11: DHS CHILD CARE COMPLIANCE STAFF (CHILD DEVELOPMENT HOMES AND CHILD CARE HOMES W/CCA AGMT)

Western Service Area:

Anne Matthai– SWS 712-328-4799

Woodbury – Molly Reynoldson 712-255-2913 Ext. 2132

Cass, Pottawattamie, Montgomery, Page, and Taylor– Stacy Burris, 712-328-5807

Mills and Fremont – Deb Killion, 712-328-4804

Greene and Guthrie – Jeanna Kanne, 712-792-4391 Ext. 222

Audubon, Carroll, Crawford, Ida, Sac, and Shelby – Nicole Thompson, 712-792-4391 Ext. 219

Emmet, Kossuth, and Palo Alto– Kori Huberty 712-362-7237 Ext. 6509

Buena Vista, Cherokee, Clay, Dickinson, Lyon, Osceola, O'Brien, Plymouth, and Sioux – Dave Jaehrling 712-749-2536, Ext. 106

Harrison and Monona – Lisa Wrich 712-644-2460

Des Moines Service Area:

Jone Staley – SWS 515-725-2725

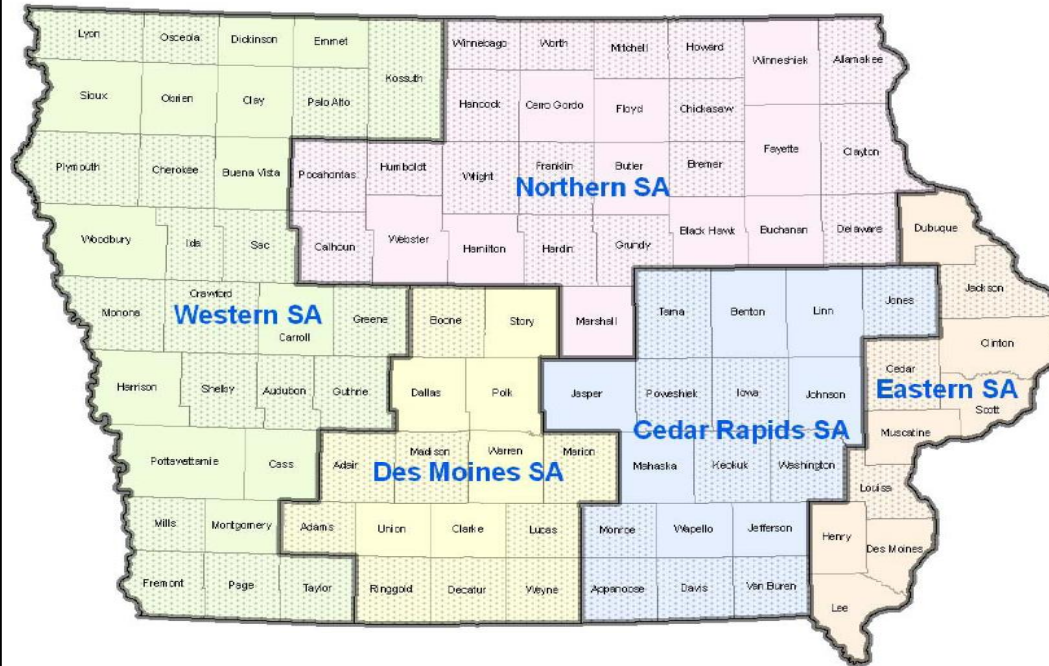
Earl Crow 515-268-7106

Melissa Crawford 515-993-1742

Ellen Abbott 515-725-2664

David Betsworth 515-725-2617

Craig T. Smith 515-725-2767



Northern Service Area:

Kellianne Torres – SWS 319-292-2403

Allamakee, Black Hawk, Buchanan, Bremer, Chickasaw, Clayton, Delaware, Fayette, and Winneshiek – Toni Brown 319-292-2419

Grundy and Marshall – Teresa Fisher 319-292-2407

Butler, Cerro Gordo, Floyd, Hancock, Howard, Mitchell, Winnebago, and Worth – Amanda Nash 641-421-1219

Calhoun, Franklin, Hamilton, Hardin, Humboldt, Pocahontas, Webster, and Wright – Joni Duffy 515-573-1640; Lindsey Ganzeveld 515-573-1675

Cedar Rapids Service Area:

Kimberly Hahn – SWS 319-892-6749

Appanoose, Davis, Jasper, Jefferson, Keokuk, Mahaska, Monroe, Poweshiek, Van Buren, Wapello, and Washington – Holly Bailey – 319-688-5736

Linn - Cheryl Systma-Sellner 319-892-6803; Steve Henderson 319-892-6842

Benton, Iowa, Johnson, Jones, and Tama – Jami Stevens 319-892-6857;

Eastern Service Area:

Machelle Pezley – SWS 319-524-1052

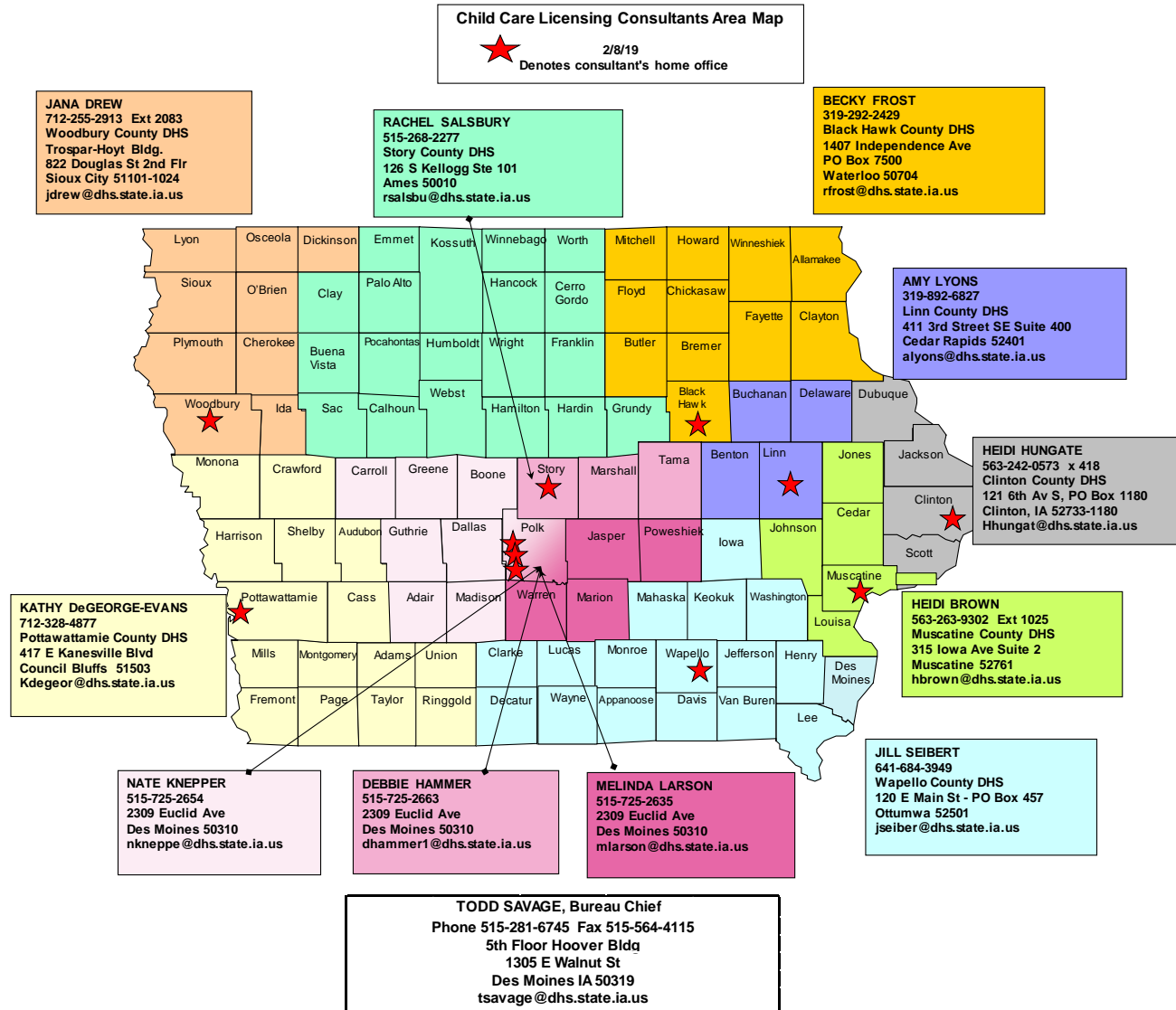
Cedar and Scott– Kathy Huinker 563-326-8215

Scott – Rachel Mason 563-484-3334

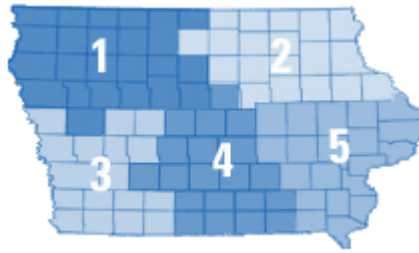
Louisa, Henry, Des Moines, Lee, and Muscatine – Chad Reckling 319-208-5521

Jackson, Clinton, Scott, and Dubuque– Glenda Currier 563-557-8251

APPENDIX 12: DHS CHILD CARE CONSULTANT STAFF (CHILD CARE CENTERS AND PRESCHOOLS)



APPENDIX 13: CHILD CARE RESOURCE & REFERRAL REGIONS IN IOWA



Region 1

Child Care Resource and Referral of Northwest Iowa
Mid-Sioux Opportunity
418 S Marion Street
Remsen, IA 51050
Phone: (877) 216-8481
ccrr@midsioux.org

Counties Served: Buena Vista, Calhoun, Cherokee, Clay, Crawford, Dickinson, Emmet, Hamilton, Humboldt, Ida, Kossuth, Lyon, O'Brien, Osceola, Palo Alto, Plymouth, Pocahontas, Sac, Sioux, Webster, Woodbury, Wright & Winnebago

Region 2

Child Care Resource and Referral
Exceptional Persons, Inc.
3675 University Avenue
Waterloo, IA 50704
Phone: (800) 475-0804
childcare@episervice.org

Counties Served: Allamakee, Black Hawk, Bremer, Buchanan, Butler, Cerro Gordo, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Floyd, Franklin, Grundy, Hancock, Howard, Mitchell, Winneshiek & Worth

Region 3

Child Care Resource and Referral
West Central Community Action
701 10th Street
PO Box 709
Harlan, IA 51537
Phone: (800) 945-9778
lookingforchildcare@westcca.org

Counties Served: Adams, Audubon, Carroll, Cass, Fremont, Greene, Guthrie, Harrison, Mills, Monona, Montgomery, Page, Pottawattamie, Ringgold, Shelby, Taylor & Union

Region 4

Child Care Resource and Referral of Central Iowa
Orchard Place
808 5th Ave
Des Moines, IA 50309
Phone: (800) 722-7619
lookingforchildcare@orchardplace.org

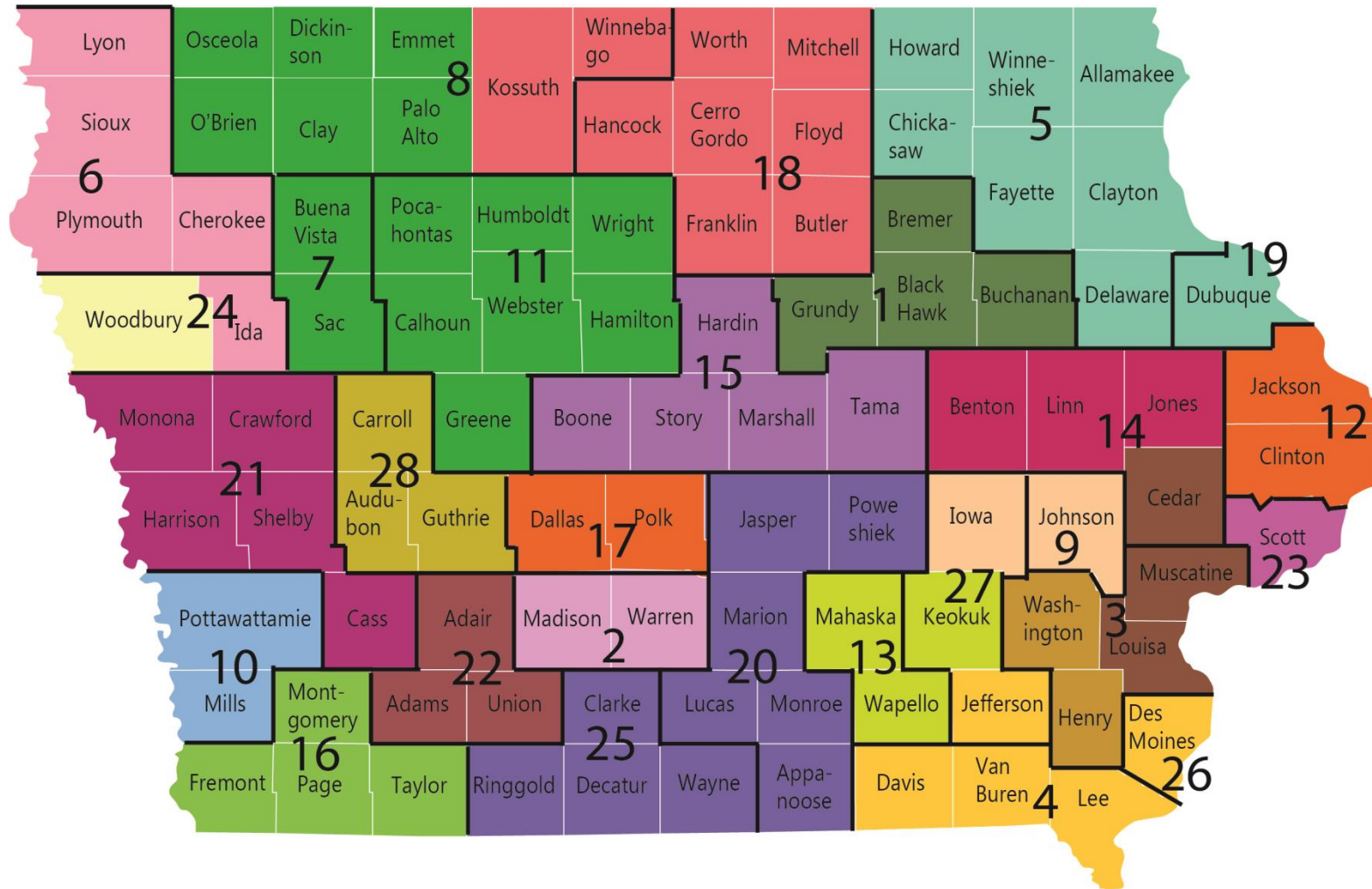
Counties Served: Adair, Appanoose, Boone, Clarke, Dallas, Davis, Decatur, Hardin, Jasper, Lucas, Madison, Mahaska, Marion, Marshall, Monroe, Polk, Poweshiek, Story, Wapello, Warren & Wayne

Region 5

Child Care Resource and Referral
Community Action of Eastern Iowa
500 E. 59th Street
Davenport, IA 52807
Ph: 866-324-3236
ccrria@iacommunityaction.org

Counties Served: Benton, Cedar, Clinton, Des Moines, Henry, Iowa, Jackson, Jefferson, Johnson, Jones, Keokuk, Lee, Linn, Louisa, Muscatine, Scott, Tama, Van Buren & Washington

APPENDIX 14: CHILD CARE NURSE CONSULTANTS



December 2018

Healthy Child Care Iowa Coordinator

Heidi Hotvedt, RN

Iowa Department of Public Health

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(515) 321-8137

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Map Number	CCNC Name CCNC Agency	County Service Area (Child Health Agency)	CCNC Phone	CCNC E-Mail Address
1	Diane Hoffman, RN Black Hawk County Health Dept.	Black Hawk, Bremer, Buchanan & Grundy (Black Hawk County Health Department)	(319) 291-2413	dhoffman@co.black-hawk.ia.us
2	Lynn Wente, RN Warren County Health Services	Madison & Warren (Warren County Health Services)	(515) 961-1074	lynnw@warrencountyia.org
3	Abbie Derksen, RN UnityPoint Health-Trinity Muscatine	Louisa & Muscatine (UnityPoint Health-Trinity Muscatine) Henry & Washington (Washington County Health Department)	(563) 263-0122	Abbie.derksen@unitypoint.org
4	Cyndi Mason, RN Lee County Health Dept.	Davis, Lee & Van Buren (Lee County Health Department)	(319) 372-5225	cmason@leecountyhd.org
5	Darla Butikofer, RN Finley Visiting Nurse Association- Clayton County VNA	Allamakee, Clayton, Chickasaw, Delaware, Fayette, Howard & Winneshiek (Unity Point Health Finley- Visiting Nurse Association)	(563) 245-1145 Ext. 311 (563) 880-4137 cell	darla.butikofer@unitypoint.org
6	Deb Baldwin, RN Mid-Sioux Opportunity Inc.	Cherokee, Lyon, Plymouth & Sioux (Mid-Sioux Opportunity, Inc.)	(712) 541-5476	dbaldwin@midsioux.org
7	Deb Gimer, RN Calhoun County Public Health	Buena-Vista & Sac (Webster County Health Department)	(712) 297-8323 Ext. 231 (515) 571-5109 cell	dgimer@calhouncountyiowa.com
8	Tracey Heitritter, RN Webster County Health Dept.	Clay, Dickinson, Emmet, O'Brien, Osceola & Palo Alto (Webster County Health Dept.) Kossuth & Winnebago (North Iowa Community Action Organization)	(712) 362-2490 (712) 320-2125	theitritter@webstercountyia.org traceyrn243@gmail.com

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9	Paula Goetzinger, RN Johnson County Public Health	Johnson (Johnson County Public Health)	(319) 688-5860	pgoetzin@co.johnson.ia.us
10	Katie Bonnet, RN Family, Inc.	Mills & Pottawattamie (Family, Inc.)	(712) 256-9566 Ext. 209	kbonnet@familyia.org
11	Stacy Kraft, RN Webster County Health Dept.	Calhoun, Greene, Hamilton, Humboldt, Pocahontas, Webster & Wright (Webster County Health Department)	(515) 573-4107	skraft@webstercountyia.org
12	Chris McClimon, RN Genesis VNA	Clinton & Jackson (Visiting Nurse Services of Iowa)	(563) 349-7024	mcclimonc@genesishhealth.com
13	Jane Matzen, RN American Home Finding	Mahaska & Wapello (American Home Finding Association)	(641) 682-3449 Ext. 115	jmatzen@ahfa.org
14	Jennifer Martin, RN HACAP, Inc.	Benton, Jones, Linn (Hawkeye Area Community Action Program) Cedar (UnityPoint Health- Trinity Muscatine)	(319) 393-7811 Ext.1016	jmartin@hacap.org
15	Carrie Ortiz, RN Tara Berstler, RN Mid-Iowa Community Action	Carrie- Hardin, Marshall & Tama Tara- Boone & Story (Mid-Iowa Community Action)	(641) 753-4816 (641) 328-3237	carrie.ortiz@micaonline.org tara.berstler@micaonline.org
16	Julie Thomas, RN Taylor County Public Health	Freemont, Montgomery, Page & Taylor (Taylor County Public Health)	(712) 523-3405	mchrn@taylorcountyhealth.com
17	Jeanette Luthringer (Admin.) Visiting Nurse Services of Iowa	Dallas and Polk (Visiting Nurse Services of Iowa)	(515) 558-9604	jluthringer@everystep.org
	Amy Karaidos, RN		(515) 468-3509	AKaraidos@everystep.org
	Kristin Sjulín, RN		(515) 468-3574	KSjulín@everystep.org
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	Melissa Garton, RN		(515) 229-0132	MGarton@everystep.org

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18	Monica VerHelst, RN North Iowa Community Action Organization	Butler, Cerro-Gordo, Franklin, Hancock, Worth, *Floyd and *Mitchell (North Iowa Community Action Organization) *limited CCNC services available	(641) 423-5044 Ext. 16 (641) 530-0003 cell	mverhelst@nicao-online.org
19	Kim Gonzales, RN Cynthia Klein, RN Unity Point Health Finley- Visiting Nurse Association	Dubuque (Unity Point Health Finley- Visiting Nurse Association)	(563) 556-6200 Ext.1923 (563) 556-6200 Ext.1926	Kimberly.gonzales@unitypoint.org cynthia.klein@unitypoint.org
20	Laura Peterman, RN Marion County Public Health	Appanoose, Jasper, Lucas, Marion, Monroe & Poweshiek (Marion County Public Health)	(641) 828-2238	lpeterman@marionph.org
21	Wendy Love, RN Crawford County Home Health, Hospice, Public Health	Cass, Crawford, Harrison, Monona & Shelby (Crawford County Home Health, Hospice, Public Health)	(712) 263-2331 (712) 263-3303	wlove@crawfordcounty.org
22	Sharon Campbell, RN MATURA Action	Adair, Adams & Union (MATURA Action)	(641) 202-7114	scampball@maturaia.org
23	Jessica Redden, RN Ann Jepson, RN Scott County Health Department	Scott (Scott County Health Department)	(563) 326-8618 Ext.8821 (563) 326-8618 Ext.8878	jessica.redden@scottcountyiowa.com ann.jepson@scottcountyiowa.com
24	Linsey Gilbert, RN Community Action Agency of Siouxland	Ida (Mid-Sioux Opportunity, Inc.) Woodbury (Siouxland District Health Department)	(712) 274-1610 Ext. 250	lgilbert@caasiouxland.org
25	Laura Peterman, RN Marion County Public Health	Clarke, Decatur, Ringgold & Wayne (Marion County Public Health)	(641) 828-2238	lpeterman@marionph.org
26	Nancy Granaman, RN Lee County Health Department	Des Moines (Lee County Health Department)	(319) 750-5258	bngranaman@gmail.com

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27	Mandi Lauderman, RN Jefferson County Public Health	Iowa (Johnson County Public Health) Jefferson (Lee County Health Department) Keokuk (American Home Finding)	(641) 472-5929	mandi@jeffcoph.com
28	(vacant) Contact New Opportunities or Heidi Hotvedt, RN HCCI Coordinator	Audubon, Carroll & Guthrie (New Opportunities, Inc.)	(712) 792-9266	